



**1998 OCCUPATIONAL OUTLOOK REPORT
&
TRAINING DIRECTORY**



PREFACE

LOCAL STAFF FOR THE CCOIS

THE FRESNO WORKFORCE DEVELOPMENT BOARD SERVES AS THE LEAD AGENCY IN THE LOCAL IMPLEMENTATION OF THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM – CCOIS

CHAIRPERSON OF THE FRESNO WORKFORCE DEVELOPMENT BOARD

RUTH EVANS

EXECUTIVE STAFF OF THE FRESNO WORKFORCE DEVELOPMENT BOARD

CINDY MERZON, CHIEF EXECUTIVE OFFICER

LOCAL PROGRAM STAFF FROM THE FRESNO WORKFORCE DEVELOPMENT BOARD

CARMEN HILL, RESEARCH ANALYST

STEPHEN TOEWS, RESEARCH ASSISTANT

DANNEL BARBER, RESEARCH ASSISTANT

LA RUE DICKERSON, RESEARCH ASSISTANT

ELLEN WILKES, RESEARCH ASSISTANT

GRACE DeCASTRO, ACCOUNTANT

EMPLOYMENT DEVELOPMENT DEPARTMENT, CCOIS STAFF

TONY DiNAPOLI, RESEARCH ANALYST

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PARTICIPANTS IN THE 1998 OCCUPATIONAL SELECTION

Janet Allen, Heald College
Carla Barnes, EDD/LMID
Vic Coelho, EDD/LMID
Virginia McNees, Department of Social Services- TANF
Bruce Keplinger, Western Pacific Truck School
Carrie Guarino, Sierra Valley College
John Wetzel, CSUF & Central California Futures Institute
Jennifer Earle, Selma Unified
Sue Smilie-Janecek, San Joaquin Valley College
Nivia Green, Madera PIC
Sally Fowler, Fresno Unified/Fresno Adult School
Dee Lockhart, San Joaquin Valley College
Bob Schrage, EDD/LMID
Shirley Ross, Truck Driving Academy
Rick Trevino, MCed
Tommy Angove, FCC Training Institute
Charles Francis, FCC Training Institute
Tony DiNapoli, EDD/LMID
John Lockie, Valley R.O.P.
Dave Carbajal, Hi-Tech Vocational
Jacqui Carbajal, Hi-Tech Vocational
Geraldine Ramirez, Fresno Institute of Technology
Joleen Philips, Fresno Institute of Technology
Jeff Jones, FCEOC
Stephen Toews, FWDB
Luisa Medina, FWDB
Carmen Hill, FWDB

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Employment Development Department – Labor Market Information Division staff in Sacramento
California Occupational Information Coordination Committee (CCOIC) and its member agencies

OTHER CONTRIBUTORS

Training providers, professional resource people and other CCOIS project sites

A SPECIAL MESSAGE FOR READERS AND USERS

The Fresno Workforce Development Board and the State of California Employment Development Department Labor Market Information Division have made a substantial effort to ensure the accuracy of the information contained in this report. We are committed to high standards of research and to high quality labor market information for local users. However, the data is collected by survey from local employers and training providers, and no attempt is made to verify the accuracy of the data that is supplied. Labor market research is not a precise science and may be impacted by a variety of factors in a short period of time. The data must be viewed like a photograph, which captures a view of reality at a specific point in time. Therefore, the data should be used with care.

The minimum wage in effect as of March 1, 1998, is \$5.75 per hour. This report is based on that minimum wage. The data was gathered between April 15, 1998 and August 30, 1998.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state CCOIS Staff.

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CHAPTER 1:

INTRODUCTION

WHAT IS THE CCOIS?

OVERVIEW

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. Local labor market research in California is conducted primarily for the local Service Delivery Area (SDA) as established by the Job Training Partnership Act (JTPA). The system is comprised of two components: Employment and Training. The Employment component utilizes the resources of the various agencies represented on the steering committee that directs the activities of the CCOIS to collect information on employment demand. The Training component, which is still being refined, was originally developed through the leadership of the California Occupational Information Coordinating Committee (COICC) and its Technical Work Group.

The Fresno Occupational Outlook Report 1998 is the official local report of the CCOIS. To provide continuity to the statewide program, all CCOIS reports will have the title "Occupational Outlook" and the name of the geographic area covered by the report.

BASIC STRUCTURE OF THE CCOIS & THE OCCUPATIONAL OUTLOOK REPORT

COMPONENTS:

I. EMPLOYMENT

II. TRAINING

SOURCE OF DATA:

Local employers & EDD/LMID

Local Vocational Training Providers

TYPES OF DATA:

DATA GROUP #1

DATA GROUP #2

DATA GROUP #3

EDD projections of occupational size & growth

Local employer surveys of specific job titles

List of Training Providers, CIP program titles, services and certifications from State Training Inventory, availability of JTPA approval courses and contact people from FWDB Training Directory; **for occupations surveyed between 1996 and 1998.**

FINAL PRODUCT:

Fresno Occupational Outlook Report 1998

Occupational Summaries	Training Directory
Data groups #1 and #2	Data group #3

WHY IS THIS RESEARCH CONDUCTED?

SEVEN USES OF CCOIS REPORTS

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

➤ **CAREER DECISIONS**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand and sources of employment and training.

➤ **SELECTION OF SKILLS TRAINING PROGRAMS AND SCHOOLS**

Training seekers, career counselors and employers can find information on training currently available in Fresno County for the occupations surveyed between 1996 and 1998 (see index in Chapter 2). This report provides an easy to use, single source cross-reference between occupations and training.

➤ **PROGRAM PLANNING**

This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs or to plan new programs.

➤ **CURRICULUM DESIGN**

Training seekers, career counselors and employers can find information on training currently available in Fresno County for the occupations surveyed between 1996 and 1998 (See index Chapter 2). This report provides an easy to use, single source, cross-reference between occupations and training.

➤ **ECONOMIC DEVELOPMENT**

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates and wages useful in determining the potential for business growth and development in the local labor market area.

➤ **PROGRAM MARKETING**

Training providers can effectively market their programs by informing students, employers and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

➤ **HUMAN RESOURCE DEVELOPMENT**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve recruitment and assess the availability of qualified workers for business relocation or expansion purposes.

This report is meant to be used as a reference to base and support decisions for these and many other purposes. To maximize the value of this information, please contact the Fresno Workforce Development Board (559) 490-7194.

WHO IS INVOLVED IN THE CCOIS?

EMPLOYMENT DEVELOPMENT DEPARTMENT / LABOR MARKET INFORMATION DIVISION

The Employment Development Department (EDD) is a department of the State of California. EDD's Labor Market Information Division (LMID) is the division responsible for the collection and analysis of labor market information in California. LMID is the contract administrator for the CCOIS program. EDD/LMID also produces valuable labor market information reports and documents that are used for both local and statewide planning.

CALIFORNIA OCCUPATIONAL INFORMATION COORDINATING COMMITTEE

The California Occupational Information Coordinating Committee (COICC) is an inter-agency committee created by the state legislature to promote the development and use of a statewide occupational information system. The COICC played the key leadership role in developing the Training Component of the CCOIS and the Occupational Outlook Report. Committee members are as follows:

Employment Development Department
Chancellor's Office, Community Colleges
Bureau for Private Postsecondary & Voc. Ed.
COICC Executive Director

California Trade and Commerce Agency
Department of Rehabilitation
State Job Training Coordinating Council

Department of Social Services
Employment Training Panel
California Dep. of Education

The Fresno Workforce Development Board specializes in providing employment and job-training opportunities designed to prepare a workforce qualified to meet the needs of Fresno County employers. The Fresno Workforce Development Board receives its funding from the Department of Labor through the State of California. The Fresno Workforce Development Board serves as the local contractor for the collection of data under the CCOIS umbrella.

LOCAL OCCUPATIONAL INFORMATION COORDINATION COMMITTEE

The Local Occupational Information Coordinating Committee (LOICC) represents many of the potential users of this report. The purpose of the group is to assist FWDB in the selection of occupations for study and to provide leadership for the proper development and use of the occupational system in Fresno County. The following is a list of agencies and organizations that are represented on the LOICC and whether they could attend the 1998 occupational selection meeting.

Adult Education
Apprenticeship (Not Attending)
Community Colleges
Employment Development Department
Employment Generating Agencies

Employment Training Panel (Not Attending)
Local employers (Not Attending)
FWDB
TANF

Private Vocational Schools
Department of Rehabilitation (Not Attending)
Regional Occupation Programs
FWDB Service Providers
Labor Unions (Not Attending)

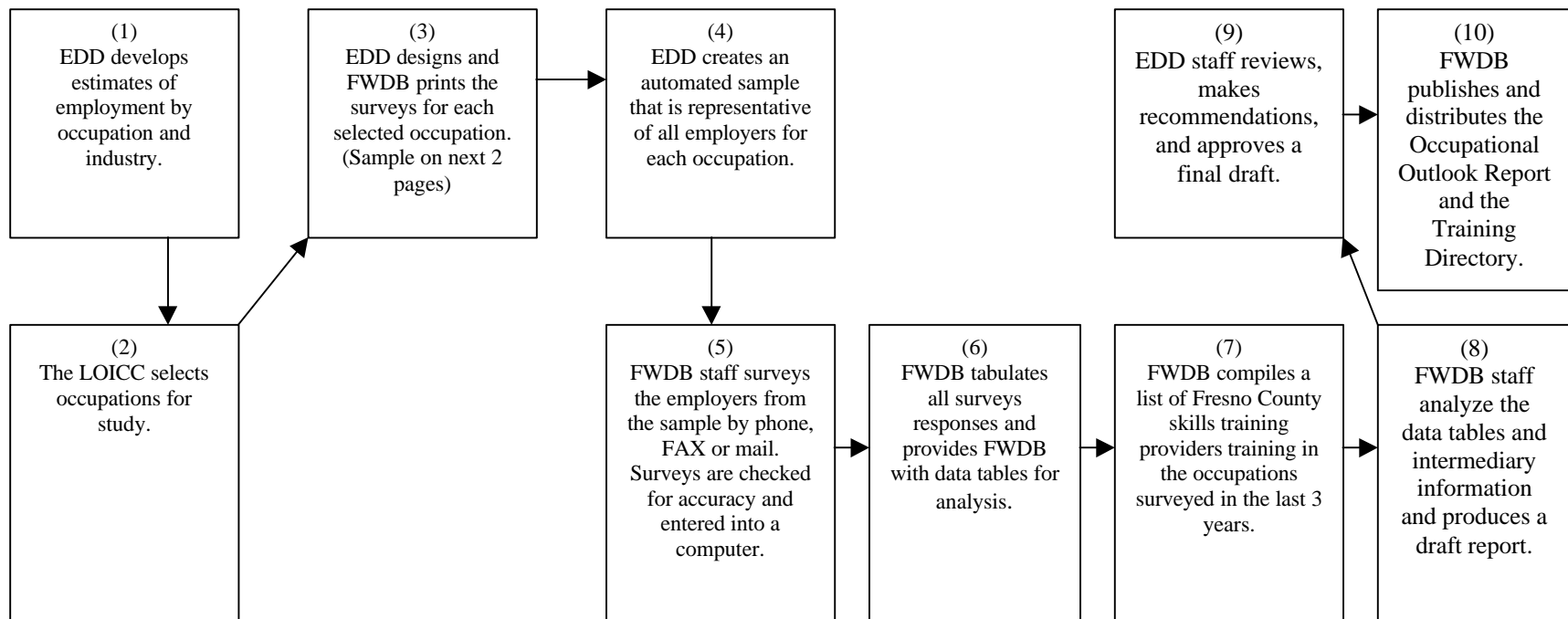
HOW WAS THE RESEARCH DONE?

The completion of each Occupational Outlook report is the result of a cooperative effort between the FWDB and EDD/LMID. Each party is responsible for the completion of certain assigned tasks.

FWDB tasks include selecting occupations for study, preparing and printing questionnaires, conducting the survey, analyzing the data produced from tables generated with LMID/CCOIS software, compiling information on training available for the occupations surveyed and producing and distributing the final report.

EDD/LMID provides technical support that includes developing employment by industry and occupation estimates, designing and maintaining computer software for printing the questionnaires and producing tabulations of survey results, providing a State Training Directory of training programs in the state and assisting FWDB staff. Additionally, EDD/LMID has established standards for interpretation of data that ensure that Occupational Outlook Reports from different areas are comparable.

The CCOIS research process looks like this:



TERMS USED IN THIS REPORT

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change, or remain stable	Zero
Slow decline	Less than zero
N/A	Not Available

We use the following terms when listing the frequency of activity in the occupation:

<u>Occasionally:</u>	Activity or condition exists up to 1/3 rd of the time.
<u>Frequently:</u>	Activity or condition exists 1/3 rd to 2/3 rd of the time.
<u>Constantly:</u>	Activity or condition exists 2/3 rd to full time.

We use the following terms to describe physical demands required in the occupation

<u>Light:</u>	Lifting 20 lbs. maximum with frequent lifting and or carrying of objects weighing up to 10 lbs. Even though the weight lifted may be only a negligible amount. A job is in this category when it requires walking or standing to a significant degree, or when it involves setting most of the times with a degree of pushing and pulling of arm and/or leg control.
<u>Medium:</u>	Lifting 50 lbs. maximum with frequent lifting and /or carrying of objects weighing up to 25 lbs.
<u>Heavy:</u>	Lifting 100 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 50 lbs.
<u>Very Heavy:</u>	Lifting objects in excess of 100 lbs. with frequent lifting of objects weighing 50 lbs. or more.

ABBREVIATIONS USED IN THIS REPORT

Ag	Agriculture	OES	Occupational Employment Statistics
AP	Accounts Payable	OTA	Occupational Therapists Assistant
AR	Accounts Receivable	PA	Physicians Assistant
CIP	Classification of Instructional Program	PC	Personal Computer
CNC	Computer Numerical Controlled	POST	Peace Officers Standards & Training
DMV	Department of Motor Vehicles	RDA	Registered Dental Assistant
EPA	Environmental Protection Agency	RDH	Registered Dental Hygienist
ESOP	Employee Stock Ownership Plan	RN	Registered Nurse
GYN	Gynecology	WAN	Wide Area Network
LAN	Local Area Network	WPM	Words Per Minute
NP	Nurse Practitioner		



Please return completed questionnaire to:
Fresno Workforce Development Board
1999 Tuolumne St. Suite 700
Fresno CA 93721
Phone: (209) 233-4500
Fax: (209) 498-7654

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL
Whom should we contact with any further questions?

NAME: _____
POSITION: _____
PHONE: _____ FAX: _____

Please complete this questionnaire for the occupation described below. If you have multiple locations, please confine your answers to locations in Fresno County. Please call the number above if you have questions.

PURCHASING AGENTS AND BUYERS, FARM PRODUCTS

Farm Products Purchasing Agents and Buyers purchase farm products either for further processing or resale. Please include such occupations as Christmas Tree Contractors, Grain Brokers and Market Operators, Grain Buyers, Tobacco Buyers, and Clean Rice Brokers.

1. What job title(s) do you use for these duties _____005

2. How many employees do you currently have in this occupation? ☐ ☐ ☐ ☐ 010
How many of these fall within each of the following categories, and how many hours per week do they work, on average?

NUMBER OF EMPLOYEES

AVERAGE WEEKLY HOURS

Regular, Full Time:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	590	<input type="checkbox"/> <input type="checkbox"/>	591
Regular, Part Time	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	650	<input type="checkbox"/> <input type="checkbox"/>	651
Temporary Or On-Call	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	630	<input type="checkbox"/> <input type="checkbox"/>	631
Seasonal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	610	<input type="checkbox"/> <input type="checkbox"/>	611

3. Of the people you have hired into this occupation over the last 12 months, how many were hired to fill:

vacancies resulting from promotions within your firm?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	031
vacancies resulting from people in permanent positions leaving your firm?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	032
new permanent positions resulting from growth?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	030
temporary or seasonal positions?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	033

4. Of the employees you currently have in this occupation, how many are: MALE? ☐ ☐ ☐ ☐ 060 FEMALE? ☐ ☐ ☐ ☐ 061

5. During the last year, did your firm's employment in this occupation: (Please Check One)

DECLINE ☐ 480 3 REMAIN STABLE ☐ 480 2 GROW ☐ 480 1

Why? _____481

6. Over the next three years, do you expect your firm's employment in this occupation to: (Please Check One)

DECLINE ☐ 740 3 REMAIN STABLE ☐ 740 2 GROW ☐ 740 1

Why? _____481

7. Are your employees in this occupation members of a union? (Please Check One) YES ☐ 300 1 NO ☐ 300 2

8. For the people you hire into this occupation, is previous experience required? (Please Check One)

NEVER ☐ 390 4 SOMETIMES ☐ 390 3 USUALLY ☐ 1 390 2 ALWAYS ☐ 390 1

9. If you require previous experience, what jobs can it be in and how many months of experience meet your qualifications?

_____414	_____416	_____415	_____417
(Job Title)	(Months of Experience)	(Job title)	(Months of Experience)

10. How difficult is it to find **fully experienced and qualified** applicants? (Please Check One)

NOT DIFFICULT ☐ 721 1 A LITTLE DIFFICULT ☐ 721 2 SOMEWHAT DIFFICULT ☐ 721 3 VERY DIFFICULT ☐ 721 4

11. If you ever hire **inexperienced** applicants (trained or untrained), how difficult is it to find applicants who meet your hiring standards? (Please Check One)

NOT DIFFICULT ☐ 731 1 A LITTLE DIFFICULT ☐ 731 2 SOMEWHAT DIFFICULT ☐ 731 3 VERY DIFFICULT ☐ 731 4

12. Is training acceptable as a substitute for experience? (Please Check One)

NEVER ☐ 391 4 SOMETIMES ☐ 391 3 USUALLY ☐ 391 2 ALWAYS ☐ 391 1

13. If training or certification is required prior to employment, please describe what is needed and how much.

(Training or Certification Needed) _____153 (Months of Training) _____156

14. What level of formal education do most of your recently hired employees in this occupation have? (Please Check One)

LESS THAN HIGH SCHOOL	<input type="checkbox"/> 140	ASSOCIATE (2 YEAR) DEGREE	<input type="checkbox"/> 142
HIGH SCHOOL OR EQUIVALENT	<input type="checkbox"/> 141	BACHELOR (4 YEAR) DEGREE	<input type="checkbox"/> 144
SOME COLLEGE, BUT NO DEGREE	<input type="checkbox"/> 157	GRADUATE STUDY	<input type="checkbox"/> 158

15. What type of computer software skills, if any, do you seek in applicants for this occupation? (Please check all that apply)

WORD PROCESSING ☐ 051 SPREADSHEET ☐ 050 DATABASE ☐ 052 DESKTOP PUBLISHING ☐ 053
Other (Please Specify): _____054 _____055

16. Over the next three years, what new skills are needed to perform the functions of this occupation and what skills are becoming obsolete?

NEW SKILLS: _____460 OBSOLETE SKILLS: _____462
_____461 _____463

17. What is the usual income earned by your employees in this occupation at the following levels of skill and experience? Please separate the base wage or salary from tips and commissions, if applicable.

New Hires With No Experience (Trained or Untrained):	BASE WAGE OR SALARY	\$ _____550	TIPS OR COMMISSIONS	\$ _____553
	New Hires Who Are Experienced:	\$ _____551		\$ _____554
	Experienced Employees After Three Years With Your Firm:	\$ _____552		\$ _____555

Per: (Please Check One) HOUR ☐ 556 H WEEK ☐ 556 W HOUR ☐ 557 H WEEK ☐ 557 W
MONTH ☐ 556 M YEAR ☐ 556 A MONTH ☐ 557 M YEAR ☐ 557 A

Other(Please specify) _____ ☐ 556 O Other _____ ☐ 557 O

18. Does your firm offer benefits to employees in this occupation? (Please Check One)

YES ☐ 589 1 NO ☐ 589 2

If yes, please specify: (Please Check All That Apply)

FULL-TIME	PART-TIME	FULL-TIME	PART-TIME
MEDICAL INSURANCE <input type="checkbox"/> 573	<input type="checkbox"/> 583	PAID SICK LEAVE <input type="checkbox"/> 571	<input type="checkbox"/> 581
DENTAL INSURANCE <input type="checkbox"/> 574	<input type="checkbox"/> 584	PAID VACATION <input type="checkbox"/> 570	<input type="checkbox"/> 580
VISION INSURANCE <input type="checkbox"/> 575	<input type="checkbox"/> 585	RETIREMENT PLAN <input type="checkbox"/> 572	<input type="checkbox"/> 582
LIFE INSURANCE <input type="checkbox"/> 576	<input type="checkbox"/> 586	CHILD CARE <input type="checkbox"/> 577	<input type="checkbox"/> 587
Other (Please Specify): _____578		_____588	

19. Do you ever promote employees from this occupation to higher level position? (Please Check One)

YES ☐ 514 1 NO ☐ 514 2

If yes, please specify: _____510

20. When you recruit employees for this occupation, which of the following methods do you **primarily** use ? (Check all that apply)

EMPLOYEES' REFERRALS	<input type="checkbox"/> 371	PUBLIC SCHOOL OR PROGRAM REFERRALS	<input type="checkbox"/> 378
RECRUIT VIA NEWSPAPER ADS	<input type="checkbox"/> 372	PRIVATE SCHOOL REFERRALS	<input type="checkbox"/> 377
PRIVATE EMPLOYMENT AGENCIES	<input type="checkbox"/> 373	EMPLOYMENT DEVELOPMENT DEPT.	<input type="checkbox"/> 374
HIRE UNSOLICITED APPLICANTS	<input type="checkbox"/> 379	UNION HALL REFERRALS	<input type="checkbox"/> 378
IN-HOUSE PROMOTION OR TRANSFER	<input type="checkbox"/> 370	Other(Please specify)	<input type="checkbox"/> 380

THANK YOU FOR YOUR COOPERATION !

Would you like to receive the outlook summary for this or any other occupation? (Please check one) YES ☐ 382 1 NO ☐ 382 2

CHAPTER 2:

OCCUPATIONAL SUMMARIES

OCCUPATIONS STUDIED IN FRESNO, 1992 - 1998

The following is a list of occupations that have been studied since 1992. They are listed in alphabetical order with the first year they were studied and every time there after. If there is an interest in the occupations from previous years they can be mailed or faxed to you at no cost. If you would like to have the complete report for a previous year, they can be purchased for a nominal fee.

Occupation	1 st Year	2 nd Year	3 rd Year
Accountants and Auditors	96		
Adjustment Clerks	97		
Assemblers & Fabricators - Except Machine Operators	95	98	
Automotive body & Related Repairers	92	95	98
Automotive Mechanics	95	98	
Bakers- Bread & Pastry	98		
Billing, Cost & Rate Clerks	92		
Billing, Posting & Calculating Machine Operators	93		
Biological, Agricultural & Food Technologists	94		
Bookkeeping, Accounting, & Auditing Clerks	92	95	98
Brick Masons	94		
Bus & Truck Mechanics & Diesel Engine Specialists	94		
Bus Drivers – School	94		
Butchers & Meat Cutters	93		
Cabinetmakers & Bench Carpenters	94	98	
Carpenters	94		
Cashiers	96		
Child Care Workers	96		
Combined Food Preparation and Service Workers	93	97	
Computer Operators	94		
Computer Programmers, Including Aides	92	96	
Computer Support Specialists	98		
Cooks - Institutuín & Cafeteria	94		
Cooks - Specialty Fast Food	93	97	
Cooks - Restaurant	93	96	
Corrections Officers & Jailers	95	98	
Cost Estimators	94		

Counter and Rental Clerks	97		
Court Clerks	98		
Data Entry Keyers - Except Composing	94		
Dental Assistants	93	97	
Dental Hygienists	95	98	
Dining Room Attendants - Bar Helpers	93		
Dispatchers - Except Police, Fire & Ambulance	93		
Drafters	93	96	
Drivers/Sales Workers	93	97	
Drywall Installers	93		
Electricians	93	97	
Farm - Equipment Mechanics	95		
Farm Workers, Farm and Ranch Animals	98		
File Clerks	92		
Financial Managers	97		
First Line Managers/Supervisors - Clerical & Admin.	94		
Food Preparation Workers	92	96	
Food Service Managers	97		
Forest & Conservation Workers	93		
Gardeners, Groundskeepers- Except Farms	92	96	
General Farm Workers	94		
General Office Clerks	95		
Guards and Watch Guards	92	95	98
Hairdressers, Hairstylists, and Cosmetologists	92	96	
Handpackers and Packagers	97		
Heating & Air Conditioning, Refrigeration Mechanics & Installers	92	97	
Home Health Care Workers	95		
Hosts, Hostesses - Restaurants, Lounge or Coffee Shop	92		
Hotel Desk Clerks	98		
Human Services Workers	97		
Industrial Truck & Tractor Operators	93	96	
Instructional Aides	93	97	
Instructors- Nonvocational Education	97		
Insurance Adjusters - Exam & Investigators	93	95	
Insurance Claims Clerks	92	95	98
Insurance Policy Processing Clerks	92		

Interview Clerks - Except Personnel & Investigators	92		
Janitors & Cleaners - Except Maids & Housekeeping Cleaners	92	95	
Kindergarten Teachers	96		
Licensed Vocational Nurses	92	95	
Loan and Credit Clerks	98		
Lodging Managers	92		
Machininst	93	98	
Maintenance Repairers -General Utility	96		
Manicurists	92		
Marketing, Advertising, and Public Relations Managers	92	96	
Medical & Clinical Laboratory Assistants	92		
Medical & Clinical Laboratory Technologists	94		
Medical Assistants	92		
Medical Records Technicians	95		
Mobile Heavy Equipment Mechanics - Except Engines	92		
Nurse Practitioners	98		
Nurses Aides	92	95	
Occupational Therapy Assistants & Aides	94	98	
Office Machine & Cash Register Servicers	93		
Operating Engineers	93		
Opticians - Dispensing & Measuring	93		
Order Clerks - Material & Service	94		
Packaging and Filling Machine Operators and Tenders	97		
Painters, Paperhangers-Construction and Maintenance	93	97	
Paralegal Personnel	95	98	
Pest Controllors and Pest Control Assistants	98		
Pharmacy Assistants	94		
Pharmacy Technicians	94		
Physical Therapy Aides	94		
Physical Therapy Assistants	94		
Plasterers & Stucco Masons	94		
Plumbers, Pipefitters,and Steamfitters	94	97	
Police & Detective Supervisors	95		
Police Patrol Officers	95		
Postal Service Clerks	96		
Preschool Teachers	96		

Production Inspectors, Testers, & Graders	94		
Purchasing Agents and Buyers, Farm	98		
Radiologic Technologists - Diagnostic	94		
Receptionists & Information Clerks	92	95	98
Refuse Collectors	93		
Registered Nurses	95		
Reservation & Transportation Ticket Agents	92		
Residential Counselors	97		
Salespersons- Parts	92	96	
Salespersons- Retail (Except Vehicle Sales)	94	97	
Secretaries - Medical	94	98	
Secretaries- General	94	97	
Secretaries- Legal	94	97	
Service Station Attendants	93		
Sheriffs and Deputy Sheriffs	92	95	98
Stock Clerks - Sales Floor	97		
Stock Clerks - Stockroom, Warehouse, Storage Yard	92	96	
System Analysts- Electronic Data Processing	96		
Teachers - Elementary School	96		
Teachers -Preschool	93		
Teachers - Secondary School	96		
Teachers - Special Education	95		
Teachers and Instructors - Vocational Education and Training	93	96	
Tellers	98		
Traffic Shipping, and Receiving Clerks	96		
Travel Agents	92		
Truck Drivers, Heavy	92	96	
Truck Drivers, Light - Including Delivery and Route Workers	93	97	
Typists - Word Processing	93		
Vehicle Salespersons - Retail	96		
Veterinarians & Veterinary Inspectors	93		
Vocational & Educational Counselors	92		
Waiters and Waitresses	92	96	
Welders and Cutters	97		

INDEX OF OCCUPATIONS STUDIED IN 1998

OES TITLE	OES CODE
Assemblers and Fabricators – Except Machine Operators	939560
Automotive Body and Related Repairers	853050
Automotive Mechanics	853020
Bakers – Bread and Pastry	650210
Bookkeeping , Accounting and Auditing Clerks	553380
Cabinetmakers and Bench Carpenters	893110
Computer Support Specialists	251040
Corrections Officers and Jailers	630170
Court Clerks	537020
Dental Hygienists	329080
Farmworkers, Farm and Ranch Animals	798580
Guards and Watch Guards	630470
Hotel Desk Clerks	538080
Insurance Claims Clerks	533110
Loan and Credit Clerks	531210
Machinists	891080
Nurse Practitioners	078267999
Occupational Therapy Assistants and Aides	660210
Paralegal Personnel	283050
Pest Controllers and Pest Control Assistants	670080
Purchasing Agents and Buyers, Farm	213050
Receptionists and Information Clerks	553050
Secretaries, Medical	551050
Sheriffs and Deputy Sheriffs	630320
Tellers	531020

ASSEMBLERS AND FABRICATORS-EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

OES # 939560

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	100

Average vocational training time is up to 30 days. Many employers always accept training as a substitute for work experience. A few employers require a forklift operators certificate for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	77%
3 MONTHS	2%
6 MONTHS	19%
9 MONTHS	2%

Many employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	1,740, very large
7 YEAR GROWTH:	130
7 YEAR GROWTH RATE:	7.5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 4.3% annually. Employer hiring to fill openings from turnover accounted for less than half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would grow over the next three years, and many reported it would remain stable. Past growth was attributed to a good economy and an expanding international market.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$5.75/6.75	\$8.00/10.51	\$6.25/7.19
New, experienced	\$6.00/6.75	\$11.00/11.51	\$7.00/8.60
3 years with firm	\$7.48/9.18	\$15.00/13.26	\$8.00/11.75

BENEFITS

(Benefits offered by employers with benefits)	% EMPLOYERS W/ BENEFITS		100%
	FOR FULL-TIME EMPLOYEES	FOR PART-TIME EMPLOYEES	
MEDICAL INSURANCE	100	0	
DENTAL INSURANCE	87	0	
VISION INSURANCE	60	0	
LIFE INSURANCE	93	0	
PAID SICK LEAVE	67	0	
PAID VACATION	100	0	
RETIREMENT PLANS	93	0	
CHILD CARE	7	0	

Some employers offer a 401K plan. A few offer tax benefited savings or cafeteria plans.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, and depth perception. Occasionally there may be need for stooping, kneeling, crouching, and visual acuity.

• **EMERGING TECHNOLOGY AND SKILLS:** all employers responding to this question stated that basic computer knowledge skills would be used in the future for new computerized machines.

• **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to leadman or supervision positions.

• **OTHER RELEVANT INFORMATION:** female employees make up 35% of this workforce. 27% of employers report that they have union workers in this occupation. Other job titles include production workers and warehouse workers. A few employers desire forklift experience.

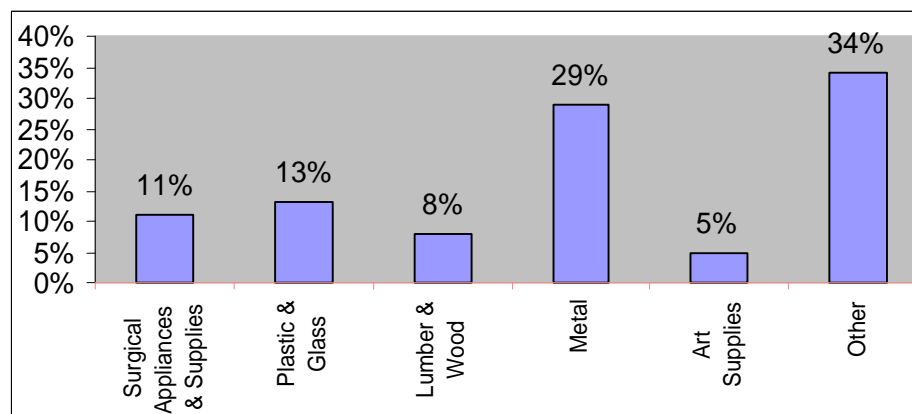
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation are full-time (40hr/wk). There are a few temporary opportunities (40hr/wk), but no part time or seasonal opportunities were reported.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	29
NEWSPAPER ADVERTISEMENTS:	47
PRIVATE EMPLOYMENT AGENCIES:	81
UNSOLICITED WALK-INS:	28
IN-HOUSE PROMOTION OR TRANSFER:	28
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
PRIVATE VOCATIONAL SCHOOLS:	0
EDD:	48
UNION HALL REFERRALS:	0

EMPLOYING INDUSTRIES



DOT Codes: 709.684-XXX, 710.281-010, 710.381-010, 710.584-010, 710.684-XXX, 711.684-014, 712.684-XXX, 712.687-010, 713.384-010, 713.684-XXX
15 firms, representing 656 employees responded to the survey

AUTOMOTIVE BODY AND RELATED REPAIRERS

OES # 853050

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
--	---

HIGH SCHOOL OR EQUIVALENT	96%
COLLEGE BUT NO DEGREE	4%

Average vocational training time is from 6 months to 1 year. Many employers sometimes accept training as a substitute for work experience.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

NOT REQUIRED	13%
8 MONTHS	55%
12 MONTHS	6%
24 MONTHS	15%
36 MONTHS	8%
48 MONTHS	2%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995	SIZE:	370, small
	7 YEAR GROWTH:	30
	7 YEAR GROWTH RATE:	8.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 44.3% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 15% annually. Most employers indicated that this occupation would grow over the next three years, some expect it to remain stable. Past growth was attributed to a good economy and to the insurance industry's new "Direct Repair" programs.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$12.00	\$5.75
New, experienced	\$5.75	\$18.00	\$8.00
3 years with firm	\$7.25	\$23.97	\$15.00

A few employers pay incentive or commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 93%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	93	0
DENTAL INSURANCE	50	0
VISION INSURANCE	21	0
LIFE INSURANCE	36	0
PAID SICK LEAVE	29	0
PAID VACATION	86	0
RETIREMENT PLANS	29	0
CHILD CARE	0	0

Some employers offer a 401K plan.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for perception through feeling or color vision.

• **EMERGING TECHNOLOGY AND SKILLS:** New skills were reported to be needed to meet new needs; changing EPA rules, aluminum & plastic welding, and new technology needs involving electronics and computer skills.

• **PROMOTIONAL OPPORTUNITIES:** most employers promote to estimator or sales position.

• **OTHER RELEVANT INFORMATION:** Female employees make up 3% of the workforce. No employers indicated that they had union employees in this occupation. Other job titles include Painters (helper, preper, scuffer), Technicians (collision, paint, body, frame), body and fender men, frame men, metal men, alignment and repairmen.

WORK PATTERNS (HOURS & SHIFTS)

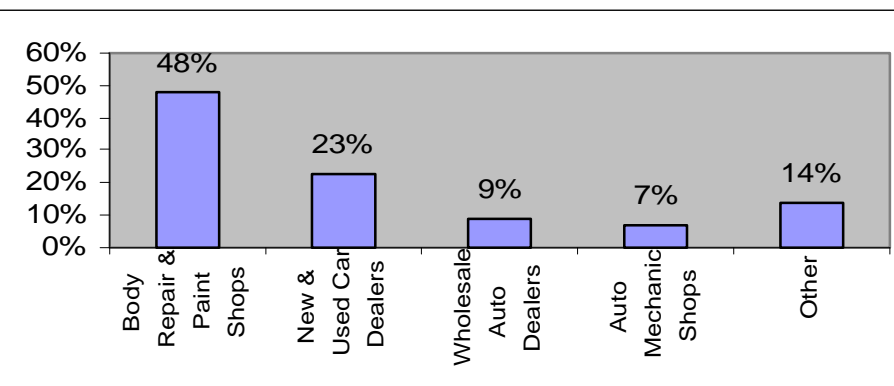
Almost all employment opportunities in this occupation were full-time (40-50 hr/wk). There were a few part time opportunities (30 hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	32%
NEWSPAPER ADVERTISEMENTS:	73%
PRIVATE EMPLOYMENT AGENCIES:	3%
UNSOLICITED WALK-INS:	24%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Another method of recruitment that was used by many employers was recruiting through an industry Network.

EMPLOYING INDUSTRIES



DOT Codes: 620.364-010, 620.684-034, 807.267-010, 807.281-010, 807.361-010, 807.381-XXX, 845.381-018, 865.684-010
15 firms, representing 181 employees responded to this survey

AUTOMOTIVE MECHANICS

OES # 853020

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Font-end Mechanics.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT
COLLEGE BUT NO DEGREE

50%
50%

Average vocational training time is from 6 months to 1 year. Some employers sometimes accept training as a substitute for work experience, and some employers always accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

NOT REQUIRED

30%

12 MONTHS

70%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply for experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	1,780, very large
7 YEAR GROWTH:	230
7 YEAR GROWTH RATE:	12.9%, average

EMPLOYER RESPONSES

TURNOVER: 7.6% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would grow over the next three years, while many expect it to remain stable. Growth was attributed to aggressive advertising, increased auto sales, special maintenance needs of newer cars, and customer referrals.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>Median</u>
New, no experience	\$5.75	\$8.00	\$6.86
New, experienced	\$5.75	\$19.30	\$8.50
3 years with firm	\$8.00	\$19.50	\$12.50

A few employers pay commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 100%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0
DENTAL INSURANCE	60%	0
VISION INSURANCE	47%	0
LIFE INSURANCE	60%	0
PAID SICK LEAVE	13%	0
PAID VACATION	93%	0
RETIREMENT PLANS	60%	0
CHILD CARE	0	0

Some employers offer a 401K or profit sharing plan. A few employers offer uniforms.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for stooping, kneeling, crouching, talking, and visual acuity.

• **EMERGING TECHNOLOGY AND SKILLS:** computer literacy skills will be needed in computer diagnostics. Other needed skills will be in math, electronics, and plastic radiator repair.

• **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to shop foreman, technician, cashier, service advisor or service writer.

• **OTHER RELEVANT INFORMATION:** female employees make up 0% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles include technicians (master, certified, professional), mechanics (general, apprentice, journeymen), radiator repair and benchmen, installers and rebuilders.

WORK PATTERNS (HOURS & SHIFTS)

All employment opportunities in this occupation were full-time (40-50 hr/wk).

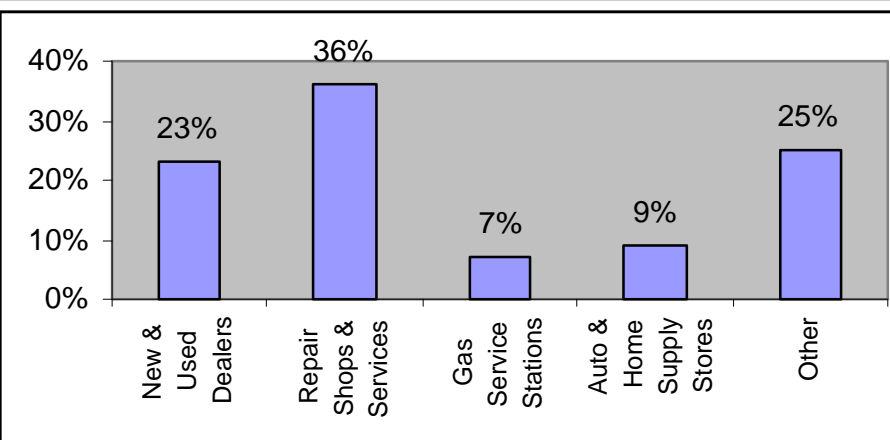
No temporary, part time or seasonal opportunities were reported.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	70%
NEWSPAPER ADVERTISEMENTS:	75%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	10%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by a few employers were recruiting through car dealers and industry suppliers.

EMPLOYING INDUSTRIES



DOT Codes: 620.261-XXX, 620.281-XXX, 620.381-XXX, 620.684-XXX, 625.281-022, 706.381-046, 806.361-026, 806.684-038, 807.664-010, 807.684-022, 825.381-014
15 firms, representing 166 employees responded to this survey

BAKERS-BREAD AND PASTRY

OES # 650210

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	12.5%
COLLEGE BUT NO DEGREE	87.5%

Average vocational training time is from 2 to 4 years. Many employers never accept training as a substitute for work experience, and some employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

NOT REQUIRED	93%
1 MONTH	1%
3 MONTHS	1%
12 MONTHS	4%
24 MONTHS	1%

Many employers always require work experience for employment. Some employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	350, small
7 YEAR GROWTH:	80
7 YEAR GROWTH RATE:	22.9%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 32% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would remain stable over the next three years, while some expect it to grow. Past growth was attributed to more customers traveling and/or eating out, new menus and good prices.

WAGES & BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$7.00	\$6.00
New, experienced	\$5.75	\$8.06	\$6.00
3 years with firm	\$5.75	\$13.35	\$7.50

BENEFITS

(Benefits offered by employers with benefits)	% EMPLOYERS W/ BENEFITS= 58%	
	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	55%	18%
DENTAL INSURANCE	45%	18%
VISION INSURANCE	27%	9%
LIFE INSURANCE	27%	0%
PAID SICK LEAVE	55%	36%
PAID VACATION	73%	36%
RETIREMENT PLANS	27%	18%
CHILD CARE	9%	0%

A few employers offer a profit sharing plan.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, near visual acuity and depth perception. Occasionally there may be need for finger dexterity and feeling, visual acuity and color vision.

• **EMERGING TECHNOLOGY AND SKILLS:** employers in this survey identified no new or obsolete skills.

• **PROMOTIONAL OPPORTUNITIES:** most employers do not promote. Some promote to supervisor, production manager or bakery manager.

• **OTHER RELEVANT INFORMATION:** female employees make up 39% of this workforce. 5% of employers report that they have union workers in this occupation. Other job titles include pizza maker, pretzel maker, bakery clerk and pastry chef.

WORK PATTERNS (HOURS & SHIFTS)

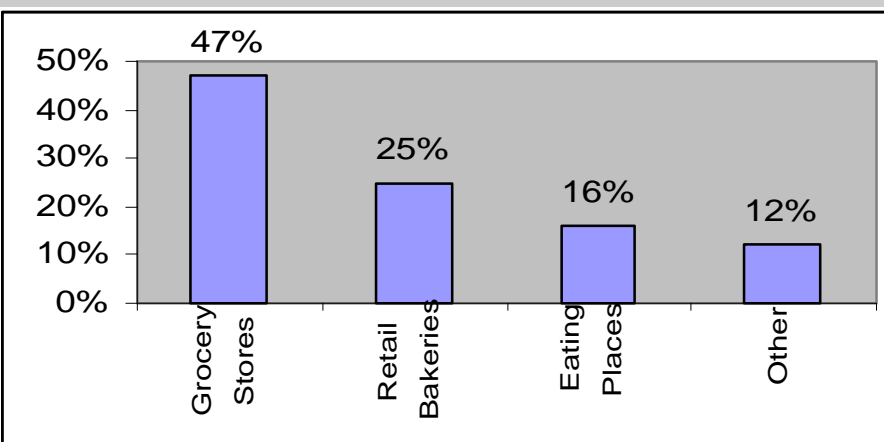
Most employment opportunities in this occupation were part time (15-30 hr/wk). Some full time opportunities were reported (35-50 hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	8%
NEWSPAPER ADVERTISEMENTS:	23%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	85%
IN-HOUSE PROMOTION OR TRANSFER:	3%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	3%
EDD:	1%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by some employers were recruiting through the internet, job boards, and other bakeries.

EMPLOYING INDUSTRIES



DOT Codes: 313.361-010, 313.381-XXX,
19 firms, representing 229 employees responded to this survey

BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

OES # 553380

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. This does not include individuals whose primary duty is operating special office machines.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	50%
COLLEGE BUT NO DEGREE	50%

Average vocational training time is from 3 to 6 months. Many employers sometimes accept training as a substitute for work experience, and some employers never accept training as a substitute for work experience. A few employers require applicants to have Rynalds and Rynalds training (12 months).

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

6 MONTHS	57%
12 MONTHS	7%
48 MONTHS	29%
60 MONTHS	7%

Many employers always require work experience for employment. Some employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	4,810, very large
7 YEAR GROWTH:	-70
7 YEAR GROWTH RATE:	-1.5%, slow decline

EMPLOYER RESPONSES

TURNOVER: 8.9% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% annually. Many employers indicated that this occupation would remain stable over the next three years, while some expect it to grow and a few expect it to decline. Past growth was attributed to new markets and company reorganization.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$9.59	\$7.00
New, experienced	\$5.75	\$11.99	\$8.63
3 years with firm	\$7.00	\$15.00	\$10.07

BENEFITS

(Benefits offered by employers with benefits)	% EMPLOYERS W/ BENEFITS= 100%	
	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	6%
DENTAL INSURANCE	82%	6%
VISION INSURANCE	41%	0%
LIFE INSURANCE	53%	6%
PAID SICK LEAVE	71%	12%
PAID VACATION	88%	12%
RETIREMENT PLANS	71%	6%
CHILD CARE	0%	0%

Some employers offer 401K, 125, or retirement plans. A few offer long term disability and/or a Christmas bonus.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling and finger dexterity.

• **EMERGING TECHNOLOGY AND SKILLS:** all employers responding to this question mentioned the need for increased computer literacy, from basic software to advanced computer programs. Paper and pen skills are becoming obsolete.

• **PROMOTIONAL OPPORTUNITIES:** most employers don't promote. Some promote to A/P, A/R, Payroll Supervisor or Controller.

• **OTHER RELEVANT INFORMATION:** female employees make up 92% of this workforce. No employers indicated that they had union employees in this occupation. Job titles include A/P, A/R, Data Entry, General Ledger, and Payroll clerks. Other job titles are personnel, administration, and office managers. Bookkeepers are also identified as Business and Finance employees and work as collections, billing and cash management clerks.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (30-60 hr/wk). A few part-time opportunities were reported (20-27 hr/wk).

RECRUITMENT

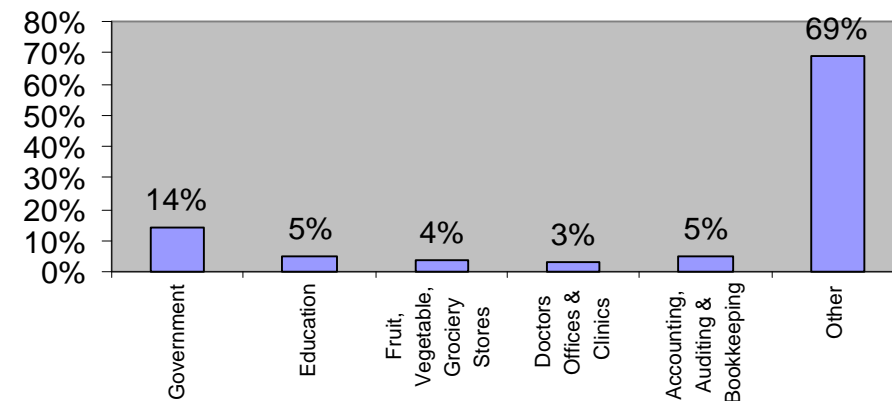
METHOD

% OF ALL POSITIONS FILLED LAST 12 Mos

CURRENT EMPLOYEE REFERRALS:	33%
NEWSPAPER ADVERTISEMENTS:	56%
PRIVATE EMPLOYMENT AGENCIES:	33%
UNSOLICITED WALK-INS:	22%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by some employers were recruiting through the Internet and business networks.

EMPLOYING INDUSTRIES



DOT Codes: 313.361-010, 313.381-XXX,
19 firms, representing 229 employees responded to this survey

CABINETMAKERS AND BENCH CARPENTERS

OES # 893110

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high-grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	99%
COLLEGE BUT NO DEGREE	1%

Average vocational training time is from 6 months to 1 year. Some employers sometimes accept training as a substitute for work experience, and some employers always accept training as a substitute for work experience. A few employers require forklift certification for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	46%
3 MONTHS	1%
6 MONTHS	24%
12 MONTHS	11%
24 MONTHS	12%
36 MONTHS	2%
60 MONTHS	4%

Many employers always require work experience for employment. Some employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	40
7 YEAR GROWTH RATE:	21.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 29.3% annually. Employer hiring to fill openings from turnover accounted for just under four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 7% annually. Most employers indicated that this occupation would remain stable over the next three years. Some expect it to grow and a few expect it to decline. Past growth was attributed to the expansion of home building, a good economy and aggressive marketing.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$11.75	\$6.00
New, experienced	\$5.75	\$14.73	\$7.10
3 years with firm	\$7.50	\$27.25	\$9.50

BENEFITS

(Benefits offered by employers with benefits)	% EMPLOYERS W/ BENEFITS= 63%	
	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	60%	0%
DENTAL INSURANCE	30%	0%
VISION INSURANCE	10%	0%
LIFE INSURANCE	20%	0%
PAID SICK LEAVE	10%	10%
PAID VACATION	90%	10%
RETIREMENT PLANS	50%	0%
CHILD CARE	0%	0%

Union employees have a union retirement plan. A few employers offer a Christmas bonus.

GENERAL INFORMATION

- **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, and finger dexterity. Occasionally there may be need for visual acuity and color vision.
- **EMERGING TECHNOLOGY AND SKILLS:** all employers responding to this question mentioned the need for increased computer literacy and computerized machines.
- **PROMOTIONAL OPPORTUNITIES:** most employers promote to leadsman, journeyman, installer, foreman or supervisor.
- **OTHER RELEVANT INFORMATION:** female employees make up 1% of this workforce. 19% of employers report that they have union workers in this occupation. Other job titles are millmen (millers), machinists, stock cutters, woodworkers, assemblers, drawers, framers and door makers.

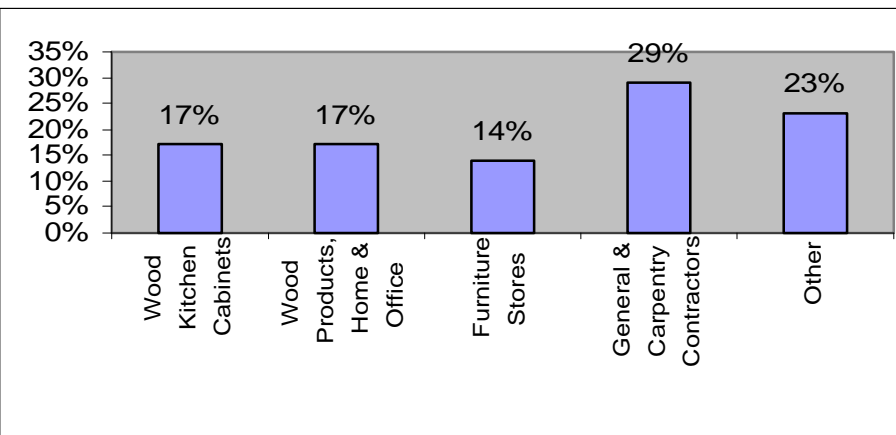
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (40 hr/wk). There are a few part time positions (20-25 hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	41%
NEWSPAPER ADVERTISEMENTS:	48%
PRIVATE EMPLOYMENT AGENCIES:	34%
UNSOLICITED WALK-INS:	48%
IN-HOUSE PROMOTION OR TRANSFER:	1%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	1%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	34%
UNION HALL REFERRALS:	27%

EMPLOYING INDUSTRIES



DOT Codes: 660.280-XXX, 760.684-010
17 firms, representing 126 employees responded to this survey

COMPUTER SUPPORT SPECIALISTS

OES # 251040

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answers clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	7%
COLLEGE BUT NO DEGREE	72%
ASSOCIATE DEGREE	16%
BACHELOR DEGREE	5%

Average vocational training time is from 2 to 4 years. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	7%
6 MONTHS	2%
12 MONTHS	30%
18 MONTHS	14%
24 MONTHS	42%
36 MONTHS	2%
48 MONTHS	2%

Many employers always require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: Not difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	180, small
7 YEAR GROWTH:	10
7 YEAR GROWTH RATE:	5.6%, slower than average

EMPLOYER RESPONSES

TURNOVER: 21% annually. Employer hiring to fill openings from turnover accounted for just over one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 39% annually. Most employers indicated that this occupation would grow over the next three years, while some expect it to remain stable. Past growth was attributed to the increased growth in technology and the increased populations using computers. Employers are moving away from mainframe computers to PC's, and the government gives grants that benefit technology, supporting the need for continued education in computer use.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$8.50/8.78	\$22.54/15.62	\$10.08/12.23
New, experienced	\$9.69/8.78	\$23.97/18.50	\$13.19/13.17
3 years with firm	\$11.41/11.20	\$26.37/20.43	\$15.00/14.41

BENEFITS

(Benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS=</u>	<u>100%</u>
	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	13%
DENTAL INSURANCE	94%	6%
VISION INSURANCE	88%	6%
LIFE INSURANCE	94%	13%
PAID SICK LEAVE	100%	13%
PAID VACATION	100%	13%
RETIREMENT PLANS	100%	19%
CHILD CARE	6%	0%

A few employers offer full time employees long term disability insurance.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, and finger dexterity. Occasionally there may be need for visual acuity and color vision.

• **EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need for Intranet and Internet network comprehension (WAN & LAN). Specialists should be current with changes in technology and system management. Employers identified COBAL, DOS and OS-2 as obsolete, as well as those with only terminal skills.

• **PROMOTIONAL OPPORTUNITIES:** employers responding promote to programmers, analysts, data processing and network system assistants or specialists. Supervision openings were identified as technical support managers, department managers and department supervisors.

• **OTHER RELEVANT INFORMATION:** female employees make up 19% of this workforce. 50% of employers report that they have union workers in this occupation. Job titles are specialists and technicians: microcomputer, computer systems, Network support, technical support, information system and information technology. Other titles are Network and LAN administrators, systems programmers, software support specialists and technical service coordinators.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (37-40hr/wk). A few employment positions were part time (11-20 hr/wk).

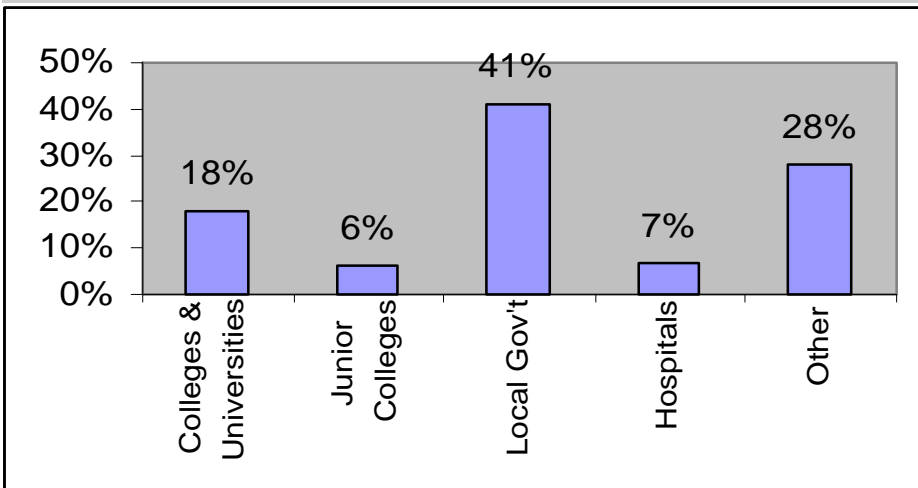
RECRUITMENT

METHOD

	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	12%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	5%
UNSOLICITED WALK-INS:	5%
IN-HOUSE PROMOTION OR TRANSFER:	91%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	23%
PRIVATE VOCATIONAL SCHOOLS:	7%
EDD:	5%
UNION HALL REFERRALS:	0%

Some employers recruit through job fairs, the Internet, ads in professional journals, and using their own mailing lists.

EMPLOYING INDUSTRIES



DOT Codes: 039.264-010

16 firms, representing 99 employees responded to this survey

CORRECTION OFFICERS AND JAILERS

OES # 630170

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, travelling by automobile or public transportation, and may be designated deputy guard. This occupation includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	29%
COLLEGE BUT NO DEGREE	71%

Average vocational training time is from 3 to 6 months. Many employers always accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience and an equal number sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTH	71%
12 MONTHS	29%

Most employers never require work experience for employment. Some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: Not difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants. Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size:	280, small
7 YEAR GROWTH:	90
7 YEAR GROWTH RATE:	32.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 4% annually. Employer hiring to fill openings from turnover accounted for less than two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 3% annually. Most employers indicated that this occupation would grow over the next three years, while some expect it to remain stable. Past growth was attributed to increase in population, increase in crime and expanded institutional facilities.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$9.03	\$11.53	\$10.63
New, experienced	\$9.03	\$11.53	\$10.63
3 years with firm	\$10.98	\$18.16	\$14.61

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS= 100%

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	100%	0%
VISION INSURANCE	100%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent handling, verbal communication, hearing perception, visual acuity and field of vision. Occasionally there may be need for finger dexterity, tasting/smelling, and near and far visual acuity.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified no new or obsolete skills.

• **PROMOTIONAL OPPORTUNITIES:** most employers promote through a progression of steps, levels 1, 2, and 3.

• **OTHER RELEVANT INFORMATION:** female employees make up 24% of this workforce. All employers reported that they had union workers in this occupation. Other job titles are group counselors and custodial care officers. Employees must be able to work with the public.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (40 hr/wk). A few employment positions were part time (30 hr/wk) or temp/on call (32 hr/wk).

RECRUITMENT

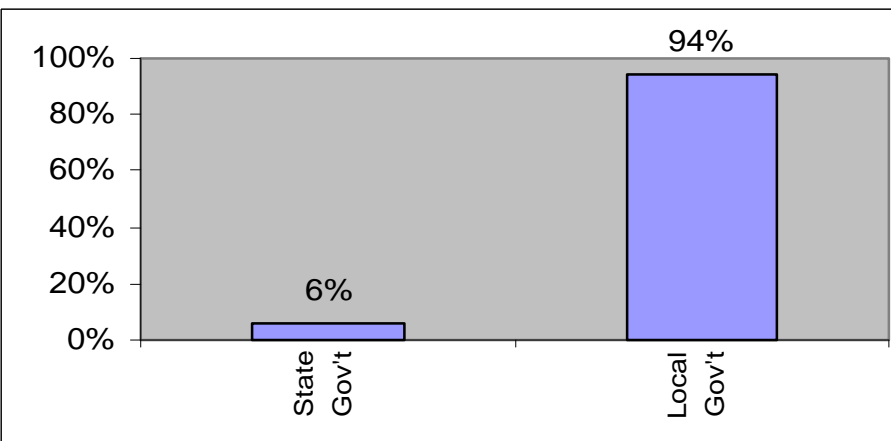
METHOD

% OF ALL POSITIONS FILLED LAST 12 MOS

CURRENT EMPLOYEE REFERRALS:	0%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	53%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	81%
PRIVATE VOCATIONAL SCHOOLS:	81%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers hire through recruiters or the county personnel Network.

EMPLOYING INDUSTRIES



DOT Codes: 372.367-014, 372.567-014, 372.667-018, 372.677-010, 375.367-010
4 firms, representing 1098 employees responded to this survey

COURT CLERKS

OES # 537020

Court Clerks perform clerical duties in a court of law; prepare the docket of cases to be called; secure information for judges; and contact witnesses, attorneys, and litigants to obtain information for the court.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
COLLEGE BUT NO DEGREE	50%
BACHELOR DEGREE	50%

Average vocational training time is from 1 to 2 years. However, all employers surveyed stated that training is never a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
36 MONTHS	50%
48 MONTHS	50%

Most employers always require work experience for employment. Some employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Somewhat difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	110, small
7 YEAR GROWTH:	10
7 YEAR GROWTH RATE:	9.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 1.5% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 3% annually. Growth is expected in this occupation over the next three years. Past growth was attributed to the increase in population, the increase in case filings, and an increase in funding.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u> <u>non/union</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$10.10/13.28	\$10.10/13.28	\$10.10/13.28
New, experienced	\$12.22/13.28	\$12.91/13.28	\$12.57/13.28
3 years with firm	\$16.83/13.49	\$21.08/13.49	\$18.95/13.49

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS= 100%

	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	67%	0%
VISION INSURANCE	67%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

Most employers offer 401K or deferred savings plans.

GENERAL INFORMATION

✱ **SKILLS** vary depending on the specialization but can include physical demands: frequent verbal communication and hearing perception with occasional reaching, handling, finger dexterity and near visual acuity.

✱ **EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need of PC experience for word processing and new court programs (UNIX). Future employment will require strong service oriented and organizational skills.

✱ **PROMOTIONAL OPPORTUNITIES:** most employers promote to divisional courtroom clerk, supervising clerk, senior legal process clerk or clerk supervisor.

✱ **OTHER RELEVANT INFORMATION:** female employees make up 89% of this workforce. 33% of employers report that they have union workers in this occupation. Other job titles are deputy, chief deputy, legal process and office clerk.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (40 hr/wk). A few employment positions were temp/on call (40 hr/wk). There were no part-time positions reported

RECRUITMENT

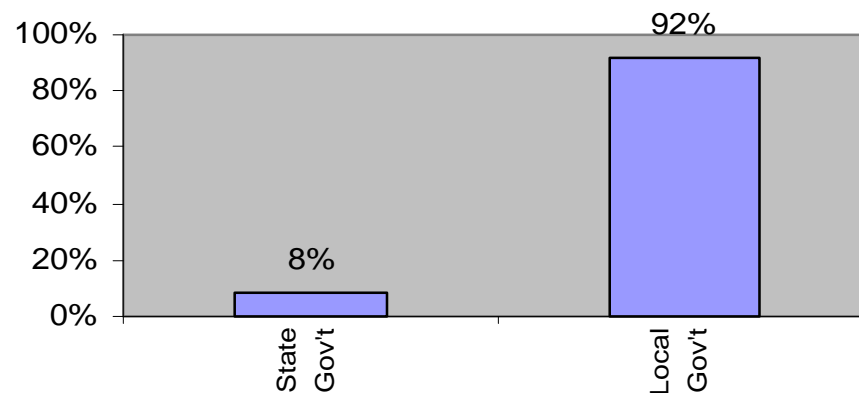
METHOD

% OF ALL POSITIONS FILLED LAST 12

	<u>Mos</u>
CURRENT EMPLOYEE REFERRALS:	50%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	100%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	50%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	50%

Some employers recruit through job postings.

EMPLOYING INDUSTRIES



DOT Codes: 243.362-010

3 firms, representing 277 employees responded to this survey

DENTAL HYGIENISTS

OES # 329080

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

ASSOCIATE DEGREE
GRADUATE STUDY

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

92%
8%

Average vocational training time is from 1 to 2 years. Dental Hygienists must be RDH licensed and should have field experience using anesthesia and nitrous oxide. Many employers never accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

0 MONTHS
6 MONTHS
12 MONTHS
24 MONTHS

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

62%
8%
8%
23%

Many employers never require work experience for employment, but most require some kind of field training such as RDA certification. Some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE: 340, small
7 YEAR GROWTH: 120
7 YEAR GROWTH RATE: 35.3%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 22.4% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of 4% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>High</u>	<u>MEDIAN</u>
New, no experience	\$25.00	\$30.00	\$28.50
New, experienced	\$17.98	\$35.00	\$29.00
3 years with firm	\$21.58	\$40.00	\$31.25

Some employees pay commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 82%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	71%	7%
DENTAL INSURANCE	64%	29%
VISION INSURANCE	43%	7%
LIFE INSURANCE	0%	0%
PAID SICK LEAVE	64%	14%
PAID VACATION	71%	14%
RETIREMENT PLANS	50%	21%
CHILD CARE	0%	0%

A few employers offer a 401K plan.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger feeling and dexterity, verbal communication, hearing perception, and visual accommodation with near acuity and depth perception. Occasionally there will be need for stooping and color vision.

• **EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need of computer skills, laser and cavitron training. Curettage and hand skills are becoming obsolete.

• **PROMOTIONAL OPPORTUNITIES:** almost all employers don't promote. A few employers promote to administration positions, and to department heads in a group practice.

• **OTHER RELEVANT INFORMATION:** female employees make up 100% of this workforce. 6% of employers report that they have union workers in this occupation.

WORK PATTERNS (HOURS & SHIFTS)

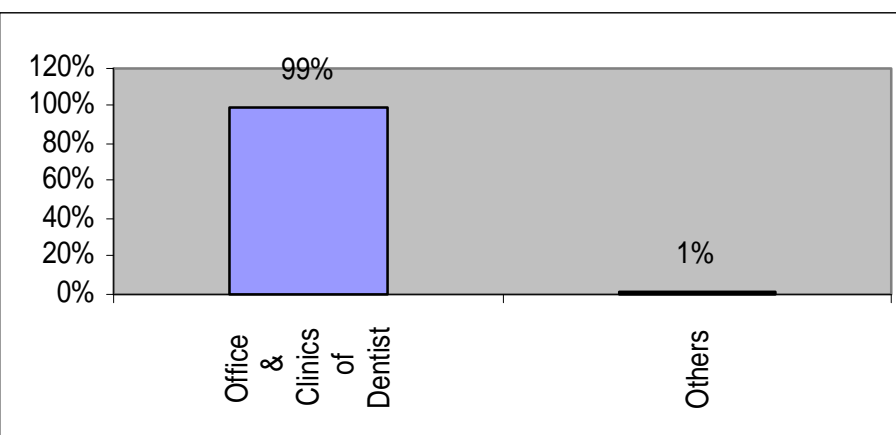
Many employment opportunities in this occupation were part-time (8-36 hr/wk). Not as many employment positions were full time (28-40 hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	31%
NEWSPAPER ADVERTISEMENTS:	69%
PRIVATE EMPLOYMENT AGENCIES:	23%
UNSOLICITED WALK-INS:	8%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	8%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers recruit through a dental association Network.

EMPLOYING INDUSTRIES



DOT Codes: 078.361-010

17 firms, representing 51 employees responded to this survey

FARMWORKERS, FARM AND RANCH ANIMALS

OES # 798580

Farmworkers, Farm and Ranch Animal Workers attend to live farm or ranch animals that may include cattle, sheep, swine, goats, and poultry produced for animal products such as meat, fur, skins, feathers, milk, and eggs. Duties may include feeding, watering, herding, grazing, castrating, branding, debeaking, weighing, catching, and loading animals. May maintain records on animals; examine animals to detect diseases and injuries; assist in birth deliveries; and administer medications, vaccinations, or insecticide as appropriate. May clean and maintain housing areas. Workers may also tend dairy milking machines, shear wool from sheep. Collect eggs in hatcheries, place shoes on animals' hooves, and tend bee colonies.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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LESS THAN HIGH SCHOOL	33%
HIGH SCHOOL OR EQUIVALENT	67%

Average vocational training time is from 3 to 6 months. Some employers require 2-12 months of dairy or cattle training. Most employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
2 MONTHS	8%
3 MONTHS	8%
6 MONTHS	8%
12 MONTHS	25%
24 MONTHS	50%

Many employers usually require work experience for employment. An equal number of employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	80, small
7 YEAR GROWTH:	20
7 YEAR GROWTH RATE:	25%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 6.4% annually. Employer hiring to fill openings from turnover accounted for three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$9.21	\$5.75
New, experienced	\$5.75	\$9.21	\$6.39
3 years with firm	\$5.75	\$10.36	\$8.06

BENEFITS

(Benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS=</u>	<u>88%</u>
	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	67%	0%
DENTAL INSURANCE	33%	0%
VISION INSURANCE	27%	0%
LIFE INSURANCE	40%	0%
PAID SICK LEAVE	47%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	33%	0%
CHILD CARE	7%	0%

Many employers offer housing, utilities, or food as bonuses. Some employers offer yearly bonuses and/or health and safety bonuses.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: heavy lifting, frequent reaching and handling with far visual acuity, depth perception and full field of vision. Occasionally there will be need for climbing, balancing, stooping, kneeling, crouching, finger dexterity, near visual acuity and color vision.

• **EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need for modern computer and automated equipment skills. Future workers should have knowledge of animal husbandry, agricultural environmental issues and management ability.

• **PROMOTIONAL OPPORTUNITIES:** many employers promote to assistant or lead herdsperson, supervisory or foreman positions.

• **OTHER RELEVANT INFORMATION:** female employees make up 2% of this workforce. 6% of employers report that they have union workers in this occupation. Other job titles are feeders, milkers, dairy workers, herdsman, shepherders, and cowboys.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (40-60 hr/wk). A few employment positions were part time (10-30 hr/wk).

RECRUITMENT

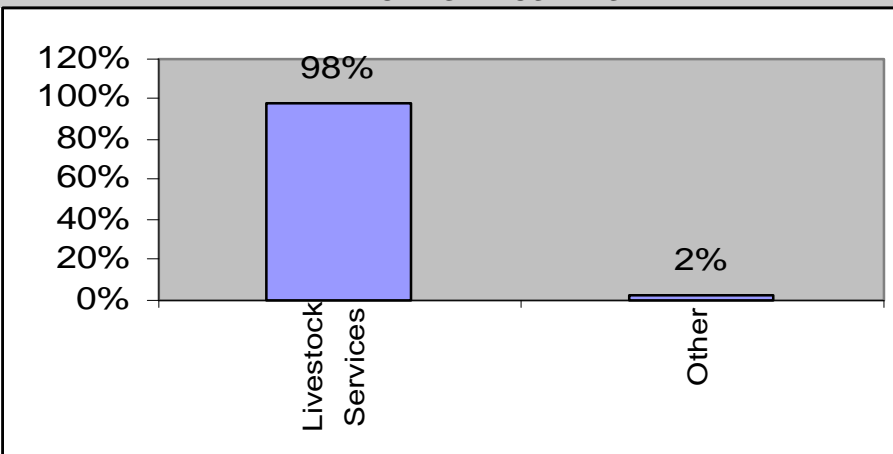
METHOD

% OF ALL POSITIONS FILLED LAST 12 Mos

CURRENT EMPLOYEE REFERRALS:	67%
NEWSPAPER ADVERTISEMENTS:	4%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	79%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Some employers recruit through word of mouth and other employers.

EMPLOYING INDUSTRIES



DOT Codes: 410.664-010, 410.684-010, 421.683-010, 421.687-010, 411.584-010
17 firms, representing 288 employees responded to this survey

GUARDS AND WATCH GUARDS

OES # 630470

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

LESS THAN HIGH SCHOOL	1%
HIGH SCHOOL OR EQUIVALENT	95%
COLLEGE BUT NO DEGREE	5%

Average vocational training time is from 30 days to 3 months. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	31%
1 MONTH	2%
3 MONTHS	31%
4 MONTHS	19%
9 MONTHS	17%

Many employers never require work experience for employment. Some employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	1910, very large
7 YEAR GROWTH:	440
7 YEAR GROWTH RATE:	23%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 31% annually. Employer hiring to fill openings from turnover accounted for just under one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 12% annually. Most employers indicated that this occupation would grow over the next three years. Some employers expect it to remain stable. Past growth was attributed to customer referrals, increased marketing and new company growth.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.75	\$5.75
New, experienced	\$5.75	\$10.79	\$6.00
3 years with firm	\$5.75	\$11.93	\$7.25

BENEFITS

(Benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS= 60%</u>	
	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	56%	33%
DENTAL INSURANCE	44%	33%
VISION INSURANCE	33%	33%
LIFE INSURANCE	33%	11%
PAID SICK LEAVE	22%	22%
PAID VACATION	56%	22%
RETIREMENT PLANS	22%	33%
CHILD CARE	0%	0%

A few employers offer bonuses.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, talking, hearing, near and far visual acuity and field of vision. Occasionally there will be need for finger dexterity.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified no new or obsolete skills.

• **PROMOTIONAL OPPORTUNITIES:** most employers promote to sergeant, patrol officer/driver, supervisor, or school community liaison.

• **OTHER RELEVANT INFORMATION:** female employees make up 14% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles are security officers, campus monitors and student safety assistants.

WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (40hr/wk). Some employment positions were part time (12-32 hr/wk) and a few were seasonal (10hr/wk).

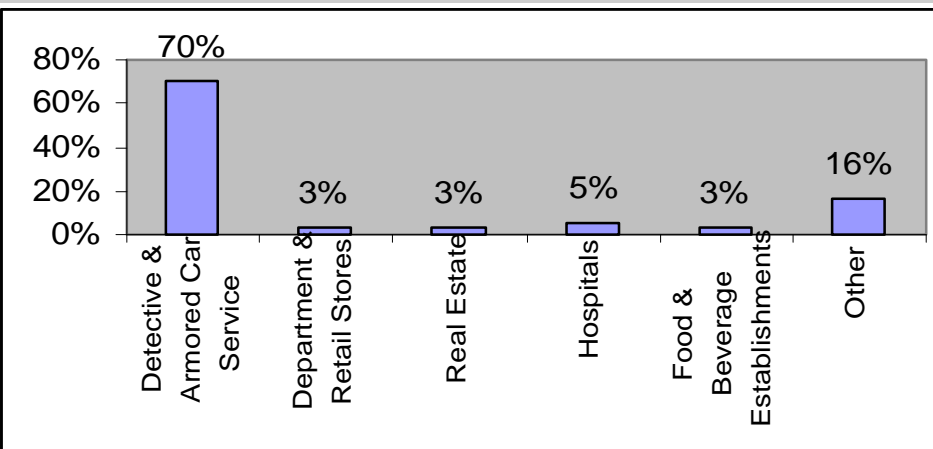
RECRUITMENT

METHOD

% OF ALL POSITIONS FILLED LAST 12 MOS

CURRENT EMPLOYEE REFERRALS:	15%
NEWSPAPER ADVERTISEMENTS:	63%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	33%
IN-HOUSE PROMOTION OR TRANSFER:	20%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	4%
PRIVATE VOCATIONAL SCHOOLS:	41%
EDD:	50%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES



DOT Codes: 372.563-010, 372.567-010, 372.667-XXX, 376.667-010, 379.667-010
15 firms, representing 765 employees responded to this survey

HOTEL DESK CLERKS

OES # 538080

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	74%
COLLEGE BUT NO DEGREE	26%

Average vocational training time is from 3 to 6 months. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	59%
3 MONTHS	24%
6 MONTHS	12%
12 MONTHS	6%

Many employers never require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	15.8%, faster than average

EMPLOYER RESPONSES

TURNOVER: 32.6% annually. Employer hiring to fill openings from turnover accounted for just over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 3% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$7.00	\$5.95
New, experienced	\$5.75	\$8.00	\$6.25
3 years with firm	\$5.75	\$9.00	\$7.00

BENEFITS

(Benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS=</u>	<u>82%</u>
	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	64%	0%
DENTAL INSURANCE	50%	0%
VISION INSURANCE	50%	0%
LIFE INSURANCE	50%	0%
PAID SICK LEAVE	21%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	14%	0%
CHILD CARE	0%	0%

WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (35-40hr/wk). Some employment positions were part time (16-32 hr/wk).

RECRUITMENT

METHOD

% OF ALL POSITIONS FILLED LAST 12 Mos

CURRENT EMPLOYEE REFERRALS:	53%
NEWSPAPER ADVERTISEMENTS:	68%
PRIVATE EMPLOYMENT AGENCIES:	12%
UNSOLICITED WALK-INS:	62%
IN-HOUSE PROMOTION OR TRANSFER:	35%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	12%
PRIVATE VOCATIONAL SCHOOLS:	9%
EDD:	6%
UNION HALL REFERRALS:	0%

GENERAL INFORMATION

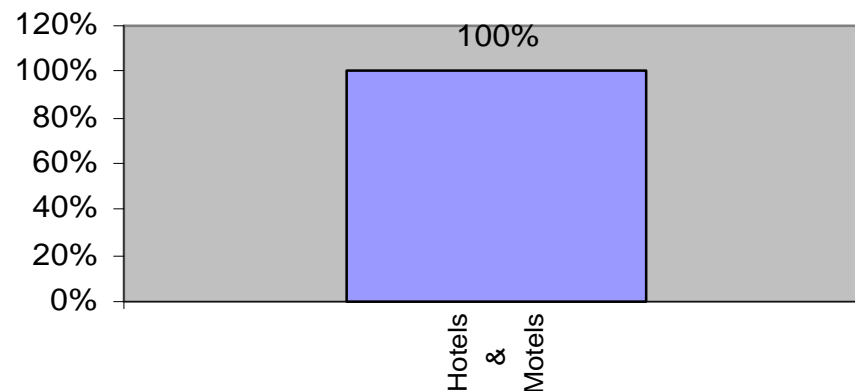
• **SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent finger dexterity, talking, hearing and near visual acuity. Occasionally there will be need for reaching and handling.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the growing need for computer skills, marketing, accounting, and Internet/Online. Computer literacy is all part of tomorrow's new technology. The old manual methods are becoming obsolete.

• **PROMOTIONAL OPPORTUNITIES:** many employers promote to various supervision positions- manager, assistant manager, front desk, office or reservations manager.

• **OTHER RELEVANT INFORMATION:** female employees make up 68% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are front desk agents, customer service representatives and guest service agents and representatives.

EMPLOYING INDUSTRIES



DOT Codes: 238.367-038

17 firms, representing 98 employees responded to this survey

INSURANCE CLAIMS CLERKS

OES # 533110

Insurance Claims Clerks obtain claims information from insured or designated persons to settle claims with their insurance carrier.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT	50%
ASSOCIATE DEGREE	33%
BACHELOR DEGREE	17%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few medical related employers require 9-24 months of medical training or Licensed Vocational Nurse certification.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

12 MONTHS	83%
36 MONTHS	17%

Many employers always require work experience for employment. Some employers usually require work experience for employment and some never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	220, small
7 YEAR GROWTH:	50
7 YEAR GROWTH RATE:	22.7%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 8.3% annually. All hiring during the last 12 months was to fill openings from turnover.

GROWTH: Almost all employers reported that Fresno County employment in this occupation remained stable throughout last year. Many employers indicated that this occupation would continue to remain stable over the next three years. Some employers expect it to grow, while somewhat less expect it to decline.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.90	\$12.66	\$8.83
New, experienced	\$7.48	\$14.38	\$10.00
3 years with firm	\$8.14	\$17.26	\$11.00

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS= 100%

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	87%	0%
VISION INSURANCE	73%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	93%	0%
CHILD CARE	7%	0%

Some employers offer 401K, cafeteria plan, profit sharing, or flexible comp time. Raises or bonuses are usually cost of living or by merit.

GENERAL INFORMATION

✱ **SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, tasting/smelling and near visual acuity.

✱ **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the growing need for continuing education in the latest computer skills and software programs. Employees should be familiar with E-mail and telecommunications. Data entry is now done on computer. Some employers in this occupation reported that modern computer technology might make old skills obsolete, such as driving to work, using a typewriter, or paper and pen data entry.

✱ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to admin assistant, billing or data input clerks, team leader, examiner, field specialist, claims service assistant, representative or adjuster.

✱ **OTHER RELEVANT INFORMATION:** female employees make up 67% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles are billing clerks, workers comp coordinators, account specialists, admin support assistants, claims assistants/adjusters/representatives/processors and intake and accounts receivables.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (37-40hr/wk). A few employment positions were part time (10 hr/wk).

RECRUITMENT

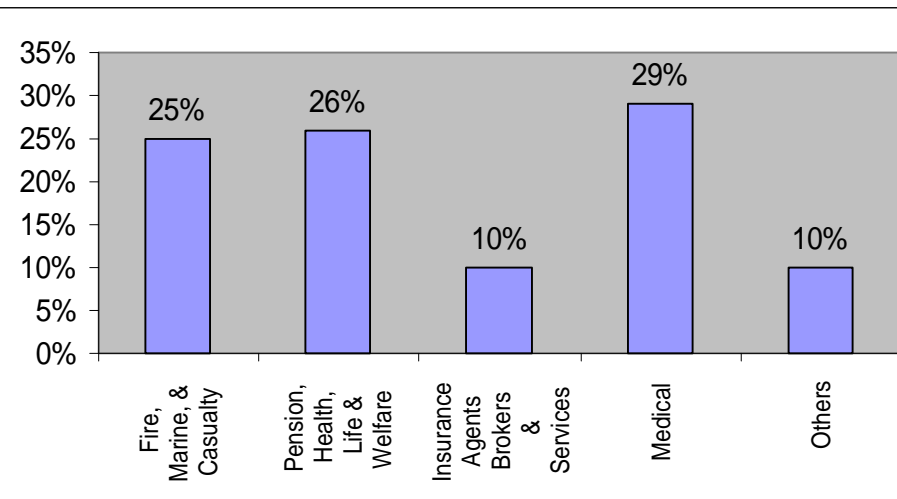
METHOD

% OF ALL POSITIONS FILLED LAST 12 Mos

CURRENT EMPLOYEE REFERRALS:	17%
NEWSPAPER ADVERTISEMENTS:	67%
PRIVATE EMPLOYMENT AGENCIES:	33%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	17%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	83%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through word of mouth, federal register, or job fairs.

EMPLOYING INDUSTRIES



DOT Codes: 205.367-018, 241.362-010
15 firms, representing 144 employees responded to this survey

LOAN AND CREDIT CLERKS

OES # 531210

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Does not include Loan Interviewers.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
LESS THAN HIGH SCHOOL	4%
HIGH SCHOOL OR EQUIVALENT	44%
COLLEGE BUT NO DEGREE	40%
BACHELOR DEGREE	12%

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Somewhat difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few employers require 6-12 months of lending/credit processing training and/or typing at 45 WPM.

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	4%
6 MONTHS	32%
12 MONTHS	48%
24 MONTHS	4%
36 MONTHS	12%

Many employers usually require work experience for employment.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	550, medium
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	5.5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 8.9% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 15.8% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow. Past growth was attributed to promotions, advertising and good interest rates.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$16.78	\$8.63
New, experienced	\$5.75	\$19.18	\$8.99
3 years with firm	\$6.00	\$23.75	\$11.99

BENEFITS

(Benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS=</u>	<u>100%</u>
	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	81%	6%
DENTAL INSURANCE	69%	6%
VISION INSURANCE	56%	6%
LIFE INSURANCE	69%	6%
PAID SICK LEAVE	88%	6%
PAID VACATION	94%	6%
RETIREMENT PLANS	88%	6%
CHILD CARE	0%	0%

Many employers offer pretax 401K, 125, flexible spending and cafeteria plans. ESOP or stock options may also be available. A few employers offer bonuses dependent upon business profits or market demand.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: constant near visual acuity with frequent reaching, handling, finger dexterity, talking, listening, and visual accommodation.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for knowledge of updated computer skills and financial software programs. Employees should be familiar with Network and Web pages, and the ability to work with people.

• **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to loan officer, loan processor, loan underwriter or finance service officer. Senior positions may be open to branch, credit or office management.

• **OTHER RELEVANT INFORMATION:** female employees make up 82% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are loan document processors and specialists, financial service and loan consultants, loan counselors, processors and officers, rental and leasing agents, and credit application analysts and processors.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (40hr/wk). A few employment positions were part time (20-30hr/wk).

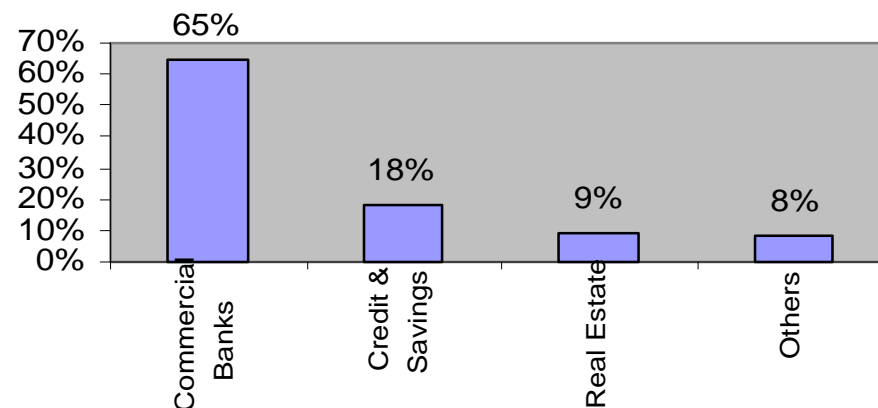
RECRUITMENT

METHOD

% OF ALL POSITIONS FILLED LAST 12 Mos

CURRENT EMPLOYEE REFERRALS:	68%
NEWSPAPER ADVERTISEMENTS:	84%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	12%
IN-HOUSE PROMOTION OR TRANSFER:	56%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	16%
PRIVATE VOCATIONAL SCHOOLS:	12%
EDD:	12%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES



DOT Codes: 205.367-022, 219.362-038, 219.367-046, 249.362-XXX
16 firms, representing 117 employees responded to this survey

MACHINISTS

OES # 891080

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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HIGH SCHOOL OR EQUIVALENT	96%
COLLEGE BUT NO DEGREE	4%

Average vocational training time is from 2 to 4 years. Many employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few employers require applicants to have training in a computer numerical controlled machine class before employment (about 3 months).

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	28%
6 MONTHS	2%
12 MONTHS	24%
24 MONTHS	42%
36 MONTHS	4%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size:	540, medium
7 YEAR GROWTH:	50
7 YEAR GROWTH RATE:	9.3%, slower than average

EMPLOYER RESPONSES

TURNOVER: 15.2% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 13% annually. Many employers indicated that this occupation would grow over the next three years. Almost as many employers expect it to remain stable. Past growth was attributed to growing markets, growing industries and new product lines.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>non/union</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$5.75/NA	\$9.00/NA	\$7.00/NA
New, experienced	\$7.00/6.00	\$12.00/16.94	\$8.00/12.94
3 years with firm	\$8.00/8.50	\$15.00/16.94	\$12.50/14.06

BENEFITS

(Benefits offered by employers with benefits)	% EMPLOYERS W/ BENEFITS= 100%	
	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	73%	0%
VISION INSURANCE	40%	0%
LIFE INSURANCE	87%	0%
PAID SICK LEAVE	60%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	87%	0%
CHILD CARE	13%	0%

Many employers offer pretax 401K and 125K savings plans. ESOP, stock options or child/senior care may also be available. A few employers give bonuses.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for stooping, feeling, listening, visual accommodation and color vision.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for computer knowledge in order to run new computer numerical controlled automated machines and modern computerized tools.

• **PROMOTIONAL OPPORTUNITIES:** most employers promote to computer numerical controlled operator, leadman, or shop supervisor.

• **OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. 27% of employers report that they have union workers in this occupation. Other job titles are fabricators, journeymen and general, regular, and CNC machinists.

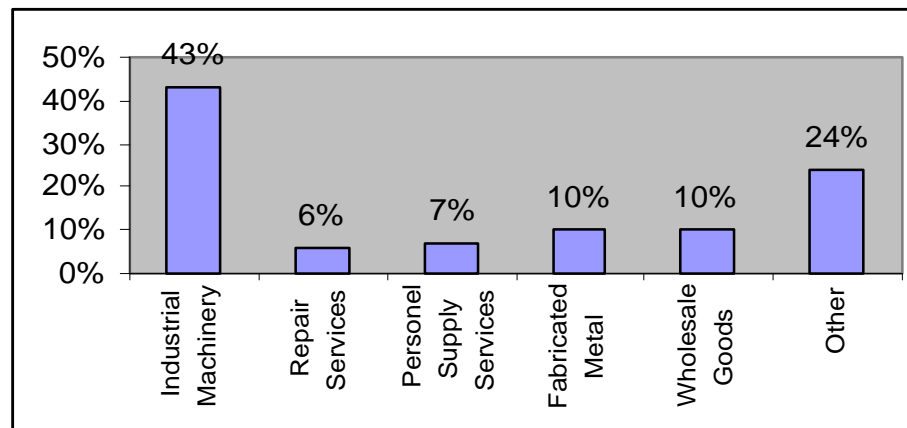
WORK PATTERNS (HOURS & SHIFTS)

All employment opportunities in this occupation were full time (38-50hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	29%
NEWSPAPER ADVERTISEMENTS:	88%
PRIVATE EMPLOYMENT AGENCIES:	35%
UNSOLICITED WALK-INS:	4%
IN-HOUSE PROMOTION OR TRANSFER:	4%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	24%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	24%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES



DOT Codes: 600.260-XXX, 600.280-XXX, 600.281-010, 600.380-010, 693.261-022, 714.281-018
15 firms, representing 341 employees responded to this survey

NURSE PRACTITIONERS

OES # 075264999

Nurse Practitioners provide general medical care and treatment to patients in medical facility, such as clinic, health center, or public health agency, under the direction of a physician.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
COLLEGE BUT NO DEGREE	9%
ASSOCIATE DEGREE	22%
BACHELOR DEGREE	26%
GRADUATE STUDY	43%

Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. Most employers require a NP or PA state license. A few employers will hire applicants for internship that have a two-year medical degree, accelerated training and/or RN credentials.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
2 MONTHS	4%
9 MONTHS	22%
12 MONTHS	35%
24 MONTHS	17%
36 MONTHS	13%
48 MONTHS	4%
60 months	4%

Many employers always require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

PROJECTIONS & TURNOVER

EDD PROJECTIONS

1995 SIZE:	N/A
7 YEAR GROWTH:	N/A
7 YEAR GROWTH RATE:	N/A

EMPLOYER RESPONSES

TURNOVER: 13.2% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 21% annually. Almost all employers indicated that this occupation would grow over the next three years. Past growth was attributed to increased service needs in hospitals, home care, changes in insurance and HMO's.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$12.95	\$30.00	\$24.49
New, experienced	\$16.78	\$40.76	\$28.38
3 years with firm	\$19.18	\$47.95	\$31.58

BENEFITS

(Benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS=</u>	<u>89%</u>
	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	6%
DENTAL INSURANCE	75%	6%
VISION INSURANCE	63%	6%
LIFE INSURANCE	69%	13%
PAID SICK LEAVE	100%	6%
PAID VACATION	100%	6%
RETIREMENT PLANS	75%	13%
CHILD CARE	6%	0%

Some employers offer cafeteria plans, 401K, malpractice insurance, yearly bonuses or incentive bonuses.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands:
 • **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for computer skills in surgical and exam rooms, including voice software dictation. Also needed are continuing education in the awareness of new drugs and GYN skills.

• **PROMOTIONAL OPPORTUNITIES:** most employers don't promote. Some promote to certified directors or supervisors.

• **OTHER RELEVANT INFORMATION:** female employees make up 93% of this workforce. 6% of employers report that they have union workers in this occupation. Other job titles are Medical Assistants and Nurse Midwives.

WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (34-40hr/wk). Some were part time (12-32hr/wk). And a few were Temp/On call (10-20hr/wk).

RECRUITMENT

METHOD

% OF ALL POSITIONS FILLED LAST 12 Mos

CURRENT EMPLOYEE REFERRALS:	52%
NEWSPAPER ADVERTISEMENTS:	39%
PRIVATE EMPLOYMENT AGENCIES:	17%
UNSOLICITED WALK-INS:	61%
IN-HOUSE PROMOTION OR TRANSFER:	9%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	17%
PRIVATE VOCATIONAL SCHOOLS:	17%
EDD:	0%
UNION HALL REFERRALS:	0%

Some employers recruit through word of mouth and NP journals.

EMPLOYING INDUSTRIES

INFORMATION

N/A

DOT Codes: 075.264-010
 18 firms, representing 82 employees responded to this survey

OCCUPATIONAL THERAPY ASSISTANTS AND AIDES

OES # 660210

Occupational Therapy Assistants and Aides assist Occupational Therapists in administering medically oriented occupational program to assist in rehabilitating patients in hospitals and similar institutions.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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HIGH SCHOOL OR EQUIVALENT	7%
COLLEGE BUT NO DEGREE	21%
ASSOCIATE DEGREE	57%
BACHELOR DEGREE	14%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Almost all employers require OTA certification, OTA training, rehab field training or exercise physiology training.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	21%
6 MONTHS	57%
12 MONTHS	14%
24 MONTHS	7%

Many employers sometimes require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	N/A
7 YEAR GROWTH:	N/A
7 YEAR GROWTH RATE:	N/A

EMPLOYER RESPONSES

TURNOVER: 16.7% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 13% annually. Most employers indicated this occupation would grow over the next three years. Past growth was attributed to increased needs, good service and reputation.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$22.00	\$7.75
New, experienced	\$7.00	\$31.00	\$9.00
3 years with firm	\$8.00	\$29.00	\$11.00

BENEFITS

% EMPLOYERS W/ BENEFITS= 91%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	90%	10%
DENTAL INSURANCE	90%	10%
VISION INSURANCE	80%	10%
LIFE INSURANCE	80%	10%
PAID SICK LEAVE	80%	10%
PAID VACATION	80%	10%
RETIREMENT PLANS	70%	10%
CHILD CARE	20%	0%

Some employers offer stock options and/or 401K plans. A few employers offer commissions.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: medium lifting with constant visual needs; far visual acuity, depth perception, visual accommodation, color vision, and field of vision. Frequent needs could be reaching, handling, finger dexterity, talking, listening and near visual acuity. There may be occasional need for stooping, kneeling or crouching.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for computer literacy in billing, payments, documentation, and data entry. Also mentioned were new therapy training and part time nursing.

• **PROMOTIONAL OPPORTUNITIES:** most employers promote to Occupational Therapists and Physical Therapists with certification and training.

• **OTHER RELEVANT INFORMATION:** female employees make up 67% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are Rehab aides and technicians, Physical Therapy Aids or Tech Partners.

DOT Codes: 076.364-010, 355.377-010
11 firms, representing 54 employees responded to this survey

WORK PATTERNS (HOURS & SHIFTS)

Many employment opportunities in this occupation were full time (40hr/wk). A few were part time (15-40hr/wk). And some were Temp/On call (8-20hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	79%
NEWSPAPER ADVERTISEMENTS:	64%
PRIVATE EMPLOYMENT AGENCIES:	21%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	43%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	50%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through the Internet, trade papers, and OTA associations.

EMPLOYING INDUSTRIES

INFORMATION

N/A

PARALEGAL PERSONNEL

OES # 283050

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and /or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	25%
COLLEGE BUT NO DEGREE	17%
ASSOCIATE DEGREE	42%
BACHELOR DEGREE	17%

Average vocational training time is from 2 to 4 years. Many employers sometimes accept training as a substitute for work experience. Almost as many never accept training as a substitute for work experience. All employers require Paralegal certification or legal training for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

6 MONTHS	17%
12 MONTHS	50%
36 MONTHS	17%
60 MONTHS	17%

Many employers usually require work experience for employment. Some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: Not difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	130, small
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	23.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 8.6% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of 12% annually. Most employers indicated that this occupation would remain stable over the next three years, some expect it to grow. Past growth was attributed to increased demand from new clients.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$10.00	\$14.93	\$12.11
New, experienced	\$9.59	\$20.00	\$14.47
3 years with firm	\$13.43	\$22.38	\$16.69

BENEFITS

% EMPLOYERS W/ BENEFITS= 94%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	94%	6%
DENTAL INSURANCE	59%	0%
VISION INSURANCE	47%	0%
LIFE INSURANCE	76%	12%
PAID SICK LEAVE	94%	6%
PAID VACATION	94%	6%
RETIREMENT PLANS	82%	0%
CHILD CARE	0%	0%

Many employers offer pretax 401K, 125, and profit sharing plans. Some offer yearly or seasonal bonuses.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need of computer skills for new legal software with voice recognition, summations program updates and Internet research. Paper law books and dictation are obsolete.

• **PROMOTIONAL OPPORTUNITIES:** there were no promotional opportunities identified by employers in this occupation.

• **OTHER RELEVANT INFORMATION:** female employees make up 86% of this workforce. No employers indicated that they had union employees in this occupation. A few employers identified paralegal personnel as administrative assistants.

WORK PATTERNS (HOURS & SHIFTS)

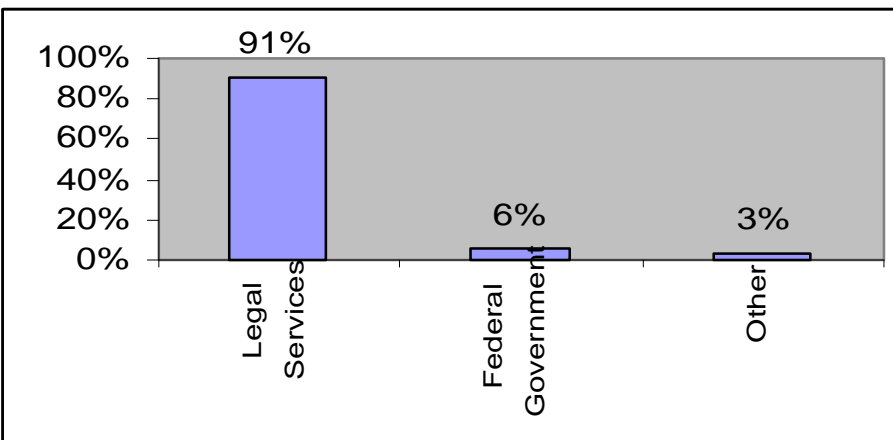
Almost all employment opportunities in this occupation were full time (30-45hr/wk). A few were part time (20-30hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	75%
NEWSPAPER ADVERTISEMENTS:	42%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	17%
PRIVATE VOCATIONAL SCHOOLS:	17%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers recruit through Fresno Bar bulletins.

EMPLOYING INDUSTRIES



DOT Codes: 199.267-XXX
18 firms, representing 65 employees responded to this survey

PEST CONTROLLERS AND ASSISTANTS

OES # 670080

Pest Controllers and Pest Control Assistants spray or release chemical solutions or toxic gasses and set mechanical traps to kill pests and vermin such as mice, termites, and roaches that infest buildings and surrounding areas.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	96
SOME COLLEGE, NO DEGREE	4

Vocational training time is from 3 to 6 months. Most employers never accept training as a substitute for work experience. Some employers require an applicator license, field rep. license, entomology degree or equivalent.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	92%
1 MONTH	6%
6 MONTHS	2%

Almost all employers never allow training to substitute for work experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	40
7 YEAR GROWTH RATE:	21.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 30.4% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 10% annually. Many employers indicated that this occupation would grow over the next three years, almost as many believe it will remain stable. Past growth was attributed to aggressive marketing, a growing economy and honesty in business.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	5.75	8.63	6.90
New, experienced	6.00	23.01	8.34
3 years with firm	8.25	36.82	10.72

BENEFITS

(Benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS</u>	<u>89%</u>
	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	88	0
DENTAL INSURANCE	56	0
VISION INSURANCE	31	0
LIFE INSURANCE	38	0
PAID SICK LEAVE	63	0
PAID VACATION	88	0
RETIREMENT PLANS	31	0
CHILD CARE	0	0

Some employers offer 401K, stock options or long term disability. A few employers offer production bonuses.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: heavy lifting with frequent stooping, kneeling, crouching, crawling, reaching, handling, and finger dexterity. Occasionally there will be need for climbing, balancing, talking, hearing perception, and near-vision acuity.

• **EMERGING TECHNOLOGY AND SKILLS** mentioned by employers indicate a changing industry. The new IPM (Integrated Pest Management) requires elimination of the old powder baits, liquid poisons, and chemical controls. Changes include new application techniques and knowledge of controlling without the old chemicals and less baiting. A few employers desire computer skills.

• **PROMOTIONAL OPPORTUNITIES:** most employers promote to inspector or supervisor, a few have promoted to service manager or office manager.

• **OTHER RELEVANT INFORMATION:** female employees make up 1% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles include pest and service technicians, inspectors, field technicians, fumigators, exterminators, and applicators. A clean DMV is desirable.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation are full-time (40-45hr/wk). There are a few part time opportunities (15-20hr/wk) in the county.

RECRUITMENT

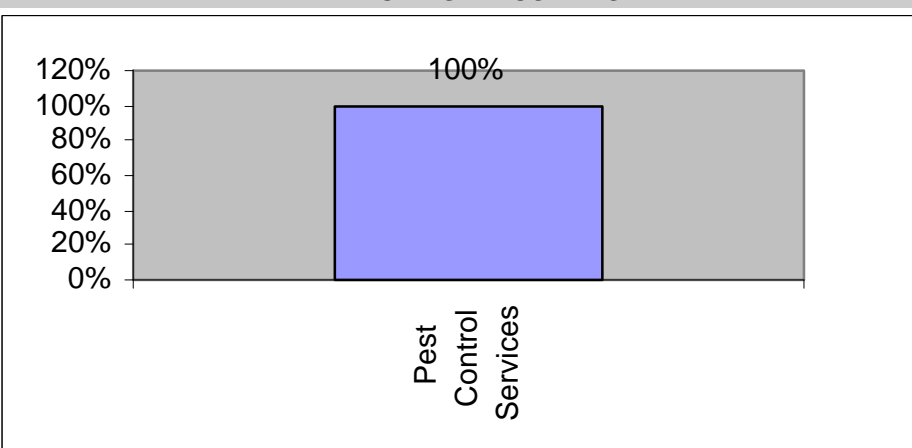
METHOD

% OF ALL POSITIONS FILLED LAST 12 Mos

CURRENT EMPLOYEE REFERRALS:	76
NEWSPAPER ADVERTISEMENTS:	73
PRIVATE EMPLOYMENT AGENCIES:	8
UNSOLICITED WALK-INS:	10
IN-HOUSE PROMOTION OR TRANSFER:	4
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
PRIVATE VOCATIONAL SCHOOLS:	0
EDD:	0
UNION HALL REFERRALS:	0

Some employers report using their pest control industry network for recruitment.

EMPLOYING INDUSTRIES



DOT Codes: 379.687-014, 383.361-010, 383.364-010, 383.684-010, 383.687-010, 389.687-010
18 firms, representing 127 employees responded to the survey

PURCHASING AGENTS AND BUYERS, FARM PRODUCTS

OES # 213050

Farm Products Purchasing Agents and Buyers purchase farm products either for further processing or resale.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

COLLEGE BUT NO DEGREE	67%
ASSOCIATE DEGREE	17%
BACHELOR DEGREE	17%

Average vocational training time is from 2 to 4 years. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience. Some employers require a formal education in Ag science, a 4yr degree in an Ag related subject, a merchandising degree, or equivalent training.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	50%
24 MONTHS	17%
30 MONTHS	17%
48 MONTHS	17%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	90, small
7 YEAR GROWTH:	0
7 YEAR GROWTH RATE:	0%, remained stable

EMPLOYER RESPONSES

TURNOVER: 8.3% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 4% annually. Many employers indicated that this occupation would remain stable over the next three years, not as many expect it to grow.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$9.78	\$11.99	\$10.48
New, experienced	\$5.75	\$23.44	\$14.62
3 years with firm	\$9.59	\$35.96	\$19.18

BENEFITS

% EMPLOYERS W/ BENEFITS= 94%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	93%	0%
VISION INSURANCE	60%	0%
LIFE INSURANCE	80%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	73%	0%
CHILD CARE	0%	0%

Many employers offer 401K, profit sharing or long term disability plans. Some employers offer commissions or bonuses.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for knowledge of global economics, meteorology, marketing and computer skills.

• **PROMOTIONAL OPPORTUNITIES:** many employers in this occupation don't promote. Those that do promote identify the next step up is to a management position: manager, supervisor, director or head salesman.

• **OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles for this occupation include traders, merchants, salesmen, grower relations, or commodity brokers and buyers.

WORK PATTERNS (HOURS & SHIFTS)

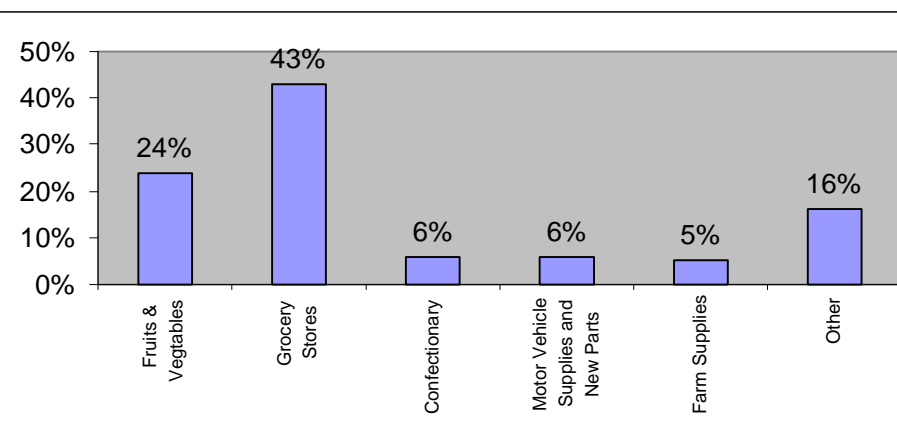
Almost all employment opportunities in this occupation were full time (40-70hr/wk). A few were temp/on call (60hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	60%
NEWSPAPER ADVERTISEMENTS:	20%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	20%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through Blue Book or industry network.

EMPLOYING INDUSTRIES



DOT Codes: 162.117-XXX, 162.157-010, 162.167-XXX
16 firms, representing 50 employees responded to this survey

RECEPTIONISTS AND INFORMATION CLERKS

OES # 553050

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

High School or Equivalent	76%
College but No Degree	12%
ASSOCIATE DEGREE	12%

Average vocational training time is from 3 to 6 months. Most employers sometimes accept training as a substitute for work experience; some never accept training as a substitute for work experience. Some employers require vocational school training in related fields (medical, finance e.g.), front office training or typing with speed and accuracy.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 months	12%
6 months	32%
12 months	48%
24 months	4%
36 months	4%

Many employers usually require work experience for employment; some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	2540, very large
7 YEAR GROWTH:	470
7 YEAR GROWTH RATE:	18.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 19.4% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 7.5% annually. Many employers indicated that this occupation would remain stable over the next three years, not as many expect it to grow. Past growth was attributed to a growing business economy.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.09	\$6.47
New, experienced	\$5.75	\$11.00	\$7.75
3 years with firm	\$6.00	\$12.00	\$9.35

BENEFITS

% EMPLOYERS W/ BENEFITS= 78%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	7%
DENTAL INSURANCE	79%	7%
VISION INSURANCE	50%	7%
LIFE INSURANCE	79%	7%
PAID SICK LEAVE	100%	7%
PAID VACATION	100%	7%
RETIREMENT PLANS	71%	7%
CHILD CARE	14%	0%

A few employers offer bonuses, commissions, 401K and 125 plans.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, talking, listening and near visual acuity. There may be occasional need for finger dexterity.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need of computer literacy skills, data entry and spreadsheets. Dictation, typewriters, and hand bookkeeping are becoming obsolete.

• **PROMOTIONAL OPPORTUNITIES:** most employers in this occupation promote to Admin or medical assistant; office, project or district manager; accounting or unit clerk; department head or front desk supervisor; payroll, billing, or customer service.

• **OTHER RELEVANT INFORMATION:** female employees make up 96% of this workforce. 6% of firms report that they have union workers in this occupation. Other job titles for this occupation include appointment and admission clerks, patient educators, administration assistants, secretaries, tax preparers and schedulers.

WORK PATTERNS (HOURS & SHIFTS)

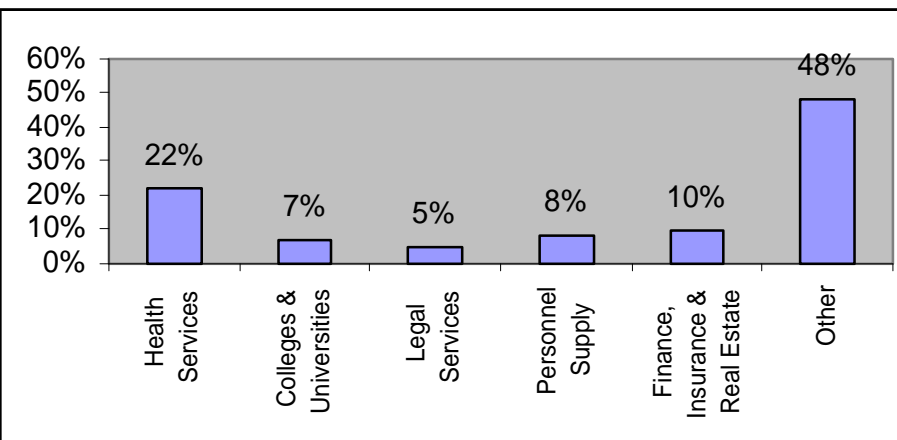
Most employment opportunities in this occupation were full time (40hr/wk), Some were part time (10-32hr/wk) and a few were temp/on call (16hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	80%
NEWSPAPER ADVERTISEMENTS:	72%
PRIVATE EMPLOYMENT AGENCIES:	20%
UNSOLICITED WALK-INS:	44%
IN-HOUSE PROMOTION OR TRANSFER:	28%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	12%
PRIVATE VOCATIONAL SCHOOLS:	12%
EDD:	16%
UNION HALL REFERRALS:	0%

A few employers recruit through internet postings or vocational schools.

EMPLOYING INDUSTRIES



DOT Codes: 203.362-014, 205.367-308, 237.267-XXX, 238.367-XXX, 249.262-010, 249.367-082
18 firms, representing 100 employees responded to this survey

SECRETARIES, MEDICAL

OES # 551050

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	29%
COLLEGE BUT NO DEGREE	58%
BACHELOR DEGREE	7%
GRADUATE STUDY	7%

Average vocational training time is from 1 to 2 years. Many employers sometimes accept training as a substitute for work experience; some never accept training as a substitute for work experience. Some employers require vocational school training to be occupationally certified: x-ray tech or med. assist, dental knowledge or medical receptionist training (spelling, billing, typing, 10-key).

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 months	22%
6 months	20%
12 months	51%
24 months	7%

Many employers always require work experience for employment; some employers usually require work experience for employment and an equal number never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	530, medium
7 YEAR GROWTH:	80
7 YEAR GROWTH RATE:	15.1%, faster than average

EMPLOYER RESPONSES

TURNOVER: 26.1% annually. Employer hiring to fill openings from turnover accounted for just under four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 6% annually. Although many employers reported that this occupation would remain stable over the next three years, an equal amount expects it to grow. Past growth was attributed to a growing patient load, more doctors, managed care programs and increased efforts to collect insurance.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.00	\$6.25
New, experienced	\$5.75	\$12.75	\$8.00
3 years with firm	\$7.00	\$13.50	\$10.00

BENEFITS

% EMPLOYERS W/ BENEFITS= 96%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	95%	5%
DENTAL INSURANCE	59%	5%
VISION INSURANCE	41%	9%
LIFE INSURANCE	59%	0%
PAID SICK LEAVE	86%	5%
PAID VACATION	95%	5%
RETIREMENT PLANS	68%	9%
CHILD CARE	0%	0%

Many employers offer full time workers 401K, flex plans, cafeteria plans, profit sharing plans, yearly and seasonal bonuses and stock options. A few employers offer part time workers flex plans, cafeteria plans or 401K.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, listening and near visual acuity. There may be occasional need for stooping, crouching or visual accommodation.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need of basic computer skills and software programs (ACCESS, MED. MGR, WINDOWS 95 and in house programs) for billing and automated claims.

• **PROMOTIONAL OPPORTUNITIES:** most employers in this occupation promote to certified techs, dept. heads, data input, dispensers, schedulers, billing supervisors, insurance clerks, patient coordinators or facility and admin assistants.

• **OTHER RELEVANT INFORMATION:** female employees make up 93% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles for this occupation include transcriptionists, schedulers, billers, receptionists, clerks, technicians, treatment coordinators, data entry and medical or admin assistants and secretaries.

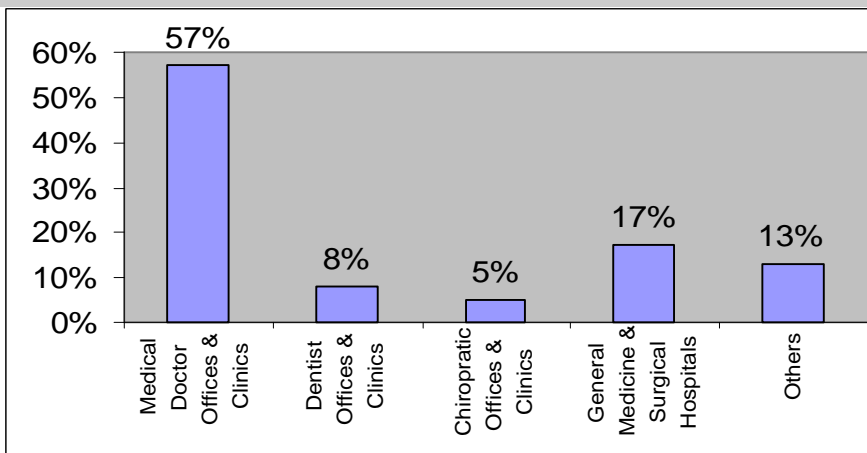
WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (35-40hr/wk), some were part time (15-30hr/wk) and a few were temp/on call (20-40hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	78%
NEWSPAPER ADVERTISEMENTS:	63%
PRIVATE EMPLOYMENT AGENCIES:	19%
UNSOLICITED WALK-INS:	15%
IN-HOUSE PROMOTION OR TRANSFER:	49%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	31%
PRIVATE VOCATIONAL SCHOOLS:	10%
EDD:	0%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES



DOT Codes: 201.362-014

23 firms, representing 191 employees responded to this survey

SHERIFFS AND DEPUTY SHERIFFS

OES # 630320

Sheriffs and Deputy Sheriffs enforce law and order in rural or unincorporated districts or serve legal processes of courts. They may patrol courthouse, guard court or grand jury or escort defendants.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

College but no Degree

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

100%

Average vocational training time is from 3 to 6 months. Training is always acceptable as a substitute for work experience. A valid POST certificate is required for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

0 months

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

100%

Previous work experience is not required.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size:	290, small
7 YEAR GROWTH:	50
7 YEAR GROWTH RATE:	17.2%, faster than average

EMPLOYER RESPONSES

TURNOVER: 2.9% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% annually. Continued growth in this occupation is expected over the next three years. Past growth was attributed to increased grants.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>UNION</u>	<u>HIGH</u> <u>UNION</u>	<u>MEDIAN</u> <u>UNION</u>
New, no experience	\$17.10	\$17.10	\$17.10
New, experienced	\$17.10	\$17.10	\$17.10
3 years with firm	\$20.57	\$20.57	\$20.57

BENEFITS

% EMPLOYERS W/ BENEFITS= 100%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	100%	0%
VISION INSURANCE	100%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, talking, listening and near visual acuity. There may be occasional need for finger dexterity.

• **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified no new or obsolete skills

• **PROMOTIONAL OPPORTUNITIES:** the next step up in this occupation is to the rank of sergeant.

• **OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. Employers reported that Union representation is at 100%.

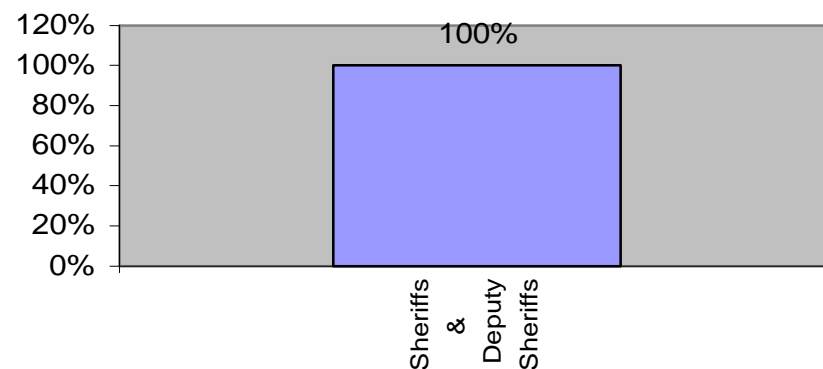
WORK PATTERNS (HOURS & SHIFTS)

All employment opportunities in this occupation were full time (40hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	100%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	10%
EDD:	100%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES



DOT Codes: 377.263-010, 377.363-010, 377.667-XXX
1 firms, representing 314 employees responded to this survey

TELLERS

OES# 531020

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

High School or Equivalent	67%
College but No Degree	33%

Average vocational training time is from 6 months to 1 year. Many employers sometimes accept training as a substitute for work experience; some employers always accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	35%
6 MONTHS	46%
12 MONTHS	19%

Many employers always require work experience for employment; some employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size:	1120, large
7 YEAR GROWTH:	-90
7 YEAR GROWTH RATE:	-8%, slow decline

EMPLOYER RESPONSES

TURNOVER: 46% annually. Employer hiring to fill openings from turnover accounted for less than two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 21% annually. Most employers indicated that this occupation would grow over the next three years. Some employers believe it will remain stable. Past growth was attributed to natural community growth, restructuring of business for more check cashing, more branch openings, more promotions and moving part time workers to full time.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$8.50	\$6.50
New, experienced	\$5.75	\$9.75	\$6.90
3 years with firm	\$6.83	\$15.00	\$8.86

BENEFITS

% EMPLOYERS W/ BENEFITS= 100%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	94%	56%
DENTAL INSURANCE	94%	56%
VISION INSURANCE	94%	56%
LIFE INSURANCE	94%	56%
PAID SICK LEAVE	89%	56%
PAID VACATION	94%	56%
RETIREMENT PLANS	83%	56%
CHILD CARE	0%	0%

Some employers offer 401K, tuition reimbursement or dependant care. A few employers report tips or commissions for employers with 3 years or more experience.

GENERAL INFORMATION

• **SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation. There may be occasional need for stooping crouching or color vision.

• **EMERGING TECHNOLOGY AND SKILLS:** most employers identified the need for computer skills and the ability to run in-house software. Public relations skills are changing, requiring modern sales and communication training.

• **PROMOTIONAL OPPORTUNITIES:** all employers promote to new accounts, savings and loan, corporate administrator or management positions.

• **OTHER RELEVANT INFORMATION:** female employees make up 75% of this workforce. No employers indicated that they had union employees in this occupation. Another job title for this occupation is customer service representative.

WORK PATTERNS (HOURS & SHIFTS)

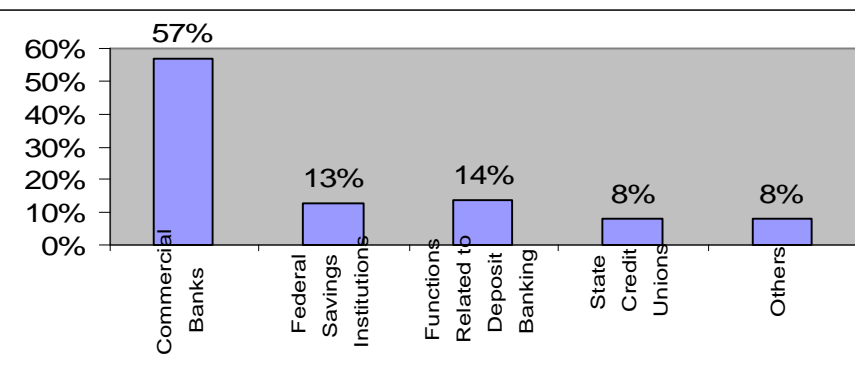
Many employment opportunities in this occupation were full time (34-40hr/wk), just as many employment opportunities were part time (18-32 hr/wk). A few temp/on call positions were offered (10hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	66%
NEWSPAPER ADVERTISEMENTS:	67%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	17%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	20%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	20%
UNION HALL REFERRALS:	0%

Some employers recruit through job fairs or branch networks.

EMPLOYING INDUSTRIES



DOT Codes: 211.362-XXX, 211.382-010, 219.462-010
18 firms, representing 137 employees responded to this survey

CHAPTER 3:

TRAINING DIRECTORY

TRAINING DIRECTORY

INTRODUCTION

INTRODUCTION TO THE TRAINING DIRECTORY

The 1998 Skills Training Directory for Fresno County is a compliment to the Occupational Outlook Chapter of this report. As such, it only covers schools or other organizations providing training in the occupations studied this year. The index of occupations studied during this year is in the first pages of chapter 2 of this report.

The data for this training directory came from several sources. The primary source of information was the Enhanced State Training Inventory (ESTI). Staff of the Labor Market Information Division of the California Employment Development (EDD) collected the information from training providers for Enhanced State Training Inventory. The California Occupational Information Coordination committee (COICC) funded the project. FWDB/LMI and EDD staff then added information from the Fresno Workforce Development board (FWDB) Skills Training Directory of Job Training Partnership Act (JTPA) approved courses.

ENHANCED STATE TRAINING INVENTORY

The ESTI contains information on all training provided throughout California. The information is indexed by school name, facility type, Classification of Instructional Program (CIP) Title and Occupational Employment Statistics (OES) occupational title. The information is easy to use because it is electronic format. EDD has developed a process to link occupations with training programs. The process provides an excellent new resource for the training field, however, it also has some missing or out-of-date data and the program/occupation links are sometimes inaccurate or misleading, FWDB/LMI and EDD staff will be working together with training providers to improve the accuracy of its inventory. The Current ESTI can be obtained by calling EDD's Labor Market Information Division, Publication Information Unit at (916) 262-21662. The FWDB Labor Market Information (LMI) unit has the information loaded into its computer and can provide specific information on request. The FWDB/LMI unit is located at the Trade Center Building on the eighth floor. You can contact the unit by calling (559) 490-7194.

FWDB SKILLS TRAINING DIRECTORY

The Fresno Workforce Development Board also maintains a "Skills Training Directory" that contains a detailed listing of all occupational training programs approved for JTPA eligible individuals. This listing contains information on cost, length, beginning and ending dates of courses and materials required. Call the Fresno Workforce Development Board at (559) 490-7101 for information concerning the Skill Training Directory.

TRAINING DIRECTORY SORTED INTO TWO SECTIONS WITH EASY GUIDES

The next two sections of chapter 3 contain the Training Directory Information Sorted into Two Ways to make it easier to get the information you need.

❖ Section 1 – Training Directory Sorted by School Name

- This Section provides the basic information about each school and its programs related to the occupations reported this year. It is sorted alphabetically by school name. Use this section when you want to look up a particular school or training provider to get details about address, phone, services, facility type, accrediting organizations, program titles and occupation related to those programs.
- For JTPA Customer Referral details see Fresno Workforce Development Board “Skills Training Directory” or Call (559) 490-7101.
- The full names of Accrediting Organizations are:
 - ACCET- Accrediting Council for Continuing Education and Training
 - ACCST- Accrediting Commission of Career Schools and Colleges of Technology
 - ACICS- Accrediting Council for Independent Colleges and Schools
 - BOAR- Bureau of Automotive repair
 - CAC- Committee on Accreditation
 - BPPVE Approved- Bureau for Private Postsecondary and Vocational Education Approved
 - N/A Not Applicable
 - NACCAS- National Accrediting Commission of Cosmetology Arts and Science
 - WASC- Western Association of Schools

❖ Section 2 – Training Directory Sorted by OES Occupational Title

- This section is a supplementary section based on an alpha sort of occupational title. It contains the names of schools that provide training in those occupations and the CIP program name matched with training in specified occupations. This section should be used when you are looking for training available in a particular occupation or occupations. Once the school name and program titles are determined, you can go to section 1 of the Training Directory to get information about the schools.

We hope that this will be the beginning of a joint effort to produce an accurate and user friendly source of information about training in Fresno County and throughout the rest of the state.

TRAINING DIRECTORY
SECTION 1
SORTED BY SCHOOL NAME

Fresno CCOIS Skills Training Directory

AUTOMOTIVE DIAGNOSTICS

Physical Address:
3430 W ASHLAN #106
FRESNO, CA 93722

Mailing Address:
3430 W ASHLAN #106
FRESNO, CA 93722

Facility Information:

Phone Number: (209)225-1505
Fax Number: (209)225-1959

Proprietary
Business and
Technical
Schools

Accreditation: BOAR

Services Available

Financial Aid		Career Assessment	X	Career Counseling	X
VA Approval		Job Placement	X	On-Site Child Care	
JTPA Approval					

JTPA School Contact:

CIP Code	CIP Name	OES Title	OES Code
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanic	853020

Fresno CCOIS Skills Training Directory

CALIFORNIA SCHOOL OF TECHNOLOGY, INC.

Physical Address:
5465 E HEDGES AVE
FRESNO, CA 93727

Mailing Address:
5465 HEDGES AVE
FRESNO, CA 93727

Facility Information:

Phone Number: (209)456-3902
Fax Number: (209)456-4291

Proprietary
Business and
Technical
Schools

Accreditation: N/A

Services Available

Financial Aid		Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Frank Nunez

CIP Code	CIP Name	OES Title	OES Code
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
52.0408	General Office/Clerical and Typing Services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

CENTRAL ADULT EDUCATION

Physical Address:
2698 NORTH BRAWLEY
FRESNO, CA 93722

Mailing Address:
2698 NORTH BRAWLEY
FRESNO, CA 93722

Facility Information:

Phone Number: (209) 276-5230
Fax Number: (209) 276-8204

Public Adult
Schools with
Occupational
Programs

Accreditation:

Services Available

Financial Aid		Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval					

JTPA School Contact:

CIP Code	CIP Name	OES Title	OES Code
52.0401	Administrative Assistant/Secretarial Science, General	Court Clerks	537020
52.0408	General Office/Clerical and Typing Services	Receptionists and Information Clerks	553060

Fresno CCOIS Skills Training Directory

CENTRAL CALIFORNIA COLLEGE SCHOOL OF LAW

Physical Address:
1360 L STREET
FRESNO, CA 93721

Mailing Address:
1360 L STREET
FRESNO, CA 93721

Facility Information:

Phone Number:
(209) 233-4074

Fax Number:
(209)233-1641

Four-year
Colleges and
Universities

Accreditation: CPPVE WASC

Services Available

Financial Aid		Career Assessment		Career Counseling	
VA Approval	X	Job Placement		On-Site Child Care	
JTPA Approval					

JTPA School Contact:

CIP Code	CIP Name	OES Title	OES Code
22.0103	Paralegal/Legal Assistant	Paralegal Personnel	283050

Fresno CCOIS Skills Training Directory

CLOVIS ADULT EDUCATION

Physical Address:
1452 DAVID E COOK WAY
CLOVIS, CA 93611

Mailing Address:
1452 DAVID E COOK WAY
CLOVIS, CA 93611

Facility Information:

Phone Number: (209) 292-3858
Fax Number: (209) 298-3515

Public Adult
Schools with
Occupational
Programs

Accreditation: WASC

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Dave Lennon or Cathie Yang-Smith

CIP Code	CIP Name	OES Title	OES Code
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers	553380
52.0401	Administrative Assistant/Secretarial Science, General	Court Clerks	537020
1.0102	Agricultural Business/Agribusiness Operations	Purchasing Agent and Buyers, Farm Products	213050
47.0603	Auto/Automotive Body Repairer	Automotive Body and Related Repairers	853050
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanics	853050
48.0703	Cabinet Maker and Millworker	Cabinetmakers and Bench Carpenters	893110
52.0408	General Office/Clerical and Typing Services	Receptionists and Information Clerks	553050
51.0705	Medical Office Management	Medical Secretaries	551050

Fresno CCOIS Skills Training Directory

COMMUNITY TRADE & TECHNICAL INSTITUTE

Physical Address:
4944 EAST CLINTON, SUITE 107
FRESNO, CA 93727

Mailing Address:
4944 EAST CLINTON, SUITE 107
FRESNO, CA 93727

Facility Information:

Phone Number: (209) 456-9194
Fax Number:

Proprietary
Business and
Technical
Schools

Accreditation: CPPVE

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval		Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Jim & Brenda Flagg

CIP Code	CIP Name	OES Title	OES Code
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
52.0408	General Office/Clerical and Typing Services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

FRESNO CITY COLLEGE TRAINING INSTITUTE

Physical Address:
390B WEST FIR
CLOVIS, CA 93611

Mailing Address:
390B WEST FIR
CLOVIS, CA 93611

Facility Information:

Phone Number: (209) 442-4600
Fax Number: (209) 485-3367

Two-year
Technical and
Community
Colleges

Accreditation: ACCET

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Sherian Eckenrod

CIP Code	CIP Name	OES Title	OES Code
47.0603	Auto/Automotive body Repairer	Automotive Body and Related Repairers	853050
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanics	853020
48.0703	Cabinet Maker and Millworker	Cabinetmakers and Bench Carpenters	893110
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050
43.0102	Corrections/Correctional Administration	Correction Officers and Jailers	630170
51.0602	Dental Hygienist	Dental Hygienists	329080
22.0103	Paralegal/Legal Assistant	Paralegal Personnel	283050

Fresno CCOIS Skills Training Directory

FRESNO CITY COLLEGE VOCATIONAL TRAINING CENTER

Physical Address:
2930 E ANNADALE AVENUE
FRESNO, CA 93725

Mailing Address:
2930 E ANNADALE AVENUE
FRESNO, CA 93725

Facility Information:

Phone Number: (209) 486-0173
Fax Number: (209) 264-1156

Two-year
Technical and
Community
Colleges

Accreditation: ACCST

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Lee Farley

CIP Code	CIP Name	OES Title	OES Code
47.0603	Auto/Automotive body Repairer	Automotive Body and Related Repairers	853050
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanics	853050
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

FRESNO INSTITUTE OF TECHNOLOGY

Physical Address:
731 W. SHAW
CLOVIS, CA 93612

Mailing Address:
731 W. SHAW
CLOVIS, CA 93612

Facility Information:

Phone Number: (209) 442-3500
Fax Number: (209) 442-3470

Accreditation: CPPVE

Proprietary
Business and
Technical
Schools

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval		Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Jim Hines

CIP Code	CIP Name	OES Title	OES Code
52.0401	Administrative Assistant/Secretarial Science, General	Court Clerks	537020
52.0404	Medical Administrative Assistant/Secretary	Medical Secretaries	551050

Fresno CCOIS Skills Training Directory

FRESNO REGIONAL OCCUPATIONAL PROGRAM

Physical Address:
11 SOUTH TEILMAN AVENUE
FRESNO, CA 93706

Mailing Address:
11 SOUTH TEILMAN AVENUE
FRESNO, CA 93706

Facility Information:

Phone Number: (209) 264-9767
Fax Number: (209) 264-6398

Accreditation: NACCAS

Public
Secondary
Schools with
Occupational
Programs

Services Available

Financial Aid		Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement		On-Site Child Care	
JTPA Approval					

JTPA School Contact:

CIP Code	CIP Name	OES Title	OES Code
47.0603	Auto/Automotive Body Repairer	Automotive Body and Related Repairers	853050
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050
43.0103	Criminal Justice/Law Enforcement Administration	Sheriffs and Deputy Sheriffs	630320
51.0705	Medical Office Management	Medical Secretaries	551050

Fresno CCOIS Skills Training Directory

HI TECH VOCATIONAL INSTITUTE

Physical Address:
2478 NORTH MARKS
FRESNO, CA 93722

Mailing Address:
2478 NORTH MARKS
FRESNO, CA 93722

Facility Information:

Phone Number: (209) 276-2886
Fax Number: (209) 276-3201

Accreditation: CPPVE

Proprietary
Business and
Technical
Schools

Services Available

Financial Aid		Career Assessment		Career Counseling	
VA Approval		Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Jaqui Carbajal

CIP Code	CIP Name	OES Title	OES Code
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanics	853020

Fresno CCOIS Skills Training Directory

MICROCOMPUTER EDUCATION CENTER

Physical Address:
2002 NORTH GATEWAY
FRESNO, CA 93727

Mailing Address:
2002 NORTH GATEWAY
FRESNO, CA 93727

Facility Information:

Phone Number: (209) 456-0623
Fax Number: (209) 456-0188

Proprietary
Business and
Technical
Schools

Accreditation: CPPVE

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Rick Trevino

CIP Code	CIP Name	OES Title	OES Code
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
52.0401	Administrative Assistant/Secretarial Science, General	Court Clerks	537020
52.0408	General Office/Clerical and Typing Services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

OAK BROOK COLLEGE OF LAW AND GOVERNMENT POLICY

Physical Address:

WOODWARD COURT PROFESSIONAL CENTER
7720 NORTH FRESNO STREET, SUITE 106
FRESNO, CA 93720

Mailing Address:

WOODWARD COURT PROFESSIONAL CENTER
7720 NORTH FRESNO STREET, SUITE 106
FRESNO, CA 93720

Facility Information:

Four-year
Colleges and
Universities

Phone Number:
(209) 261-9714

Fax Number:
(209) 261-9715

Accreditation: N/A

Services Available

Financial Aid		Career Assessment		Career Counseling	
VA Approval		Job Placement		On-Site Child Care	
JTPA Approval					

JTPA School Contact:

CIP Code	CIP Name	OES Title	OES Code
43.0103	Criminal Justice/Law Enforcement Administration	Sheriffs and Deputy Sheriffs	630320

Fresno CCOIS Skills Training Directory

PARLIER UNIFIED ALTERNATIVE ADULT EDUCATION

Physical Address:
900 NEWMARK AVENUE
PARLIER, CA 93648

Mailing Address:
900 NEWMARK AVENUE
PARLIER, CA 93648

Facility Information:

Public Adult
Schools with
Occupational
Programs

Phone Number: (209) 646-2731
Fax Number: (209) 888-0210

Accreditation: WASC

Services Available

Financial Aid		Career Assessment		Career Counseling	X
VA Approval	X	Job Placement		On-Site Child Care	
JTPA Approval					

JTPA School Contact:

CIP Code	CIP Name	OES Title	OES Code
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

QUALITY COLLEGE OF HEALTH CARE CAREERS

Physical Address:
1570 NORTH WISHON
FRESNO, CA 93728

Mailing Address:
1570 NORTH WISHON
FRESNO, CA 93728

Facility Information:

Phone Number: (209) 497-5050
Fax Number: (209) 264-4454

Hospitals or
Health
Programs

Accreditation: CPPVE

Services Available

Financial Aid		Career Assessment	X	Career Counseling	X
VA Approval		Job Placement		On-Site Child Care	
JTPA Approval					

JTPA School Contact: Darlene Garret

CIP Code	CIP Name	OES Title	OES Code
52.0408	General Office/Clerical and Typing Services	Receptionists and Information Clerks	553050
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
22.0103	Paralegal/Legal Assistant	Paralegal Personnel	283050
51.2601	Health Aide	Occupational Therapy Assistants and Aides	660210

Fresno CCOIS Skills Training Directory

REEDLEY COLLEGE

Physical Address:
995 NORTH REED AVENUE
REEDLEY, CA 93654-2099

Mailing Address:
995 NORTH REED AVENUE
REEDLEY, CA 93654-2099

Facility Information:

Phone Number: Fax Number:
(209) 638-3641 (209) 638-0350

Two-year
Technical and
Community
colleges

Accreditation: WASC

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	X
JTPA Approval					

JTPA School Contact: Jerry Barkley

CIP Code	CIP Name	OES Title	OES Code
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanics	853020
43.0103	Criminal Justice/Law Enforcement Administration	Sheriffs and Deputy Sheriffs	630320
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050
48.0503	Machine Shop Assistant	Machinists	891080
48.0501	Machinist/Machine Technologist	Assemblers and Fabricators-Except Machine, Electrical, Electronic, and Precision	939560
48.0501	Machinist/Machine Technologist	Machinists	891080
52.0404	Medical Administrative Assistant/Secretary	Medical Secretaries	551050
52.0406	Receptionist	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

SAN JOAQUIN COLLEGE OF LAW

Physical Address:
901FIFTH STREET
CLOVIS, CA 93611

Mailing Address:
901FIFTH STREET
CLOVIS, CA 93611

Facility Information:

Phone Number:
(805) 225-4953

Fax Number:
(805) 225-4322

Four-year
Colleges and
Universities

Accreditation: WASC CBESC

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval		Job Placement	X	On-Site Child Care	
JTPA Approval					

JTPA School Contact: Pam Ramirez

CIP Code	CIP Name	OES Title	OES Code
22.0103	Paralegal/Legal Assistant	Paralegal Personnel	283050

Fresno CCOIS Skills Training Directory

SAN JOAQUIN VALLEY COLLEGE

Physical Address:
295 E. SIERRA
FRESNO, CA 93710

Mailing Address:
295 E. SIERRA
FRESNO, CA 93710

Facility Information:

Phone Number: (209) 448-8282
Fax Number: (209) 448-8250

Two-year
Technical and
Community
Colleges

Accreditation: WASC

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Dee Lockhart

CIP Code	CIP Name	OES Title	OES Code
52.0401	Administrative Assistant/Secretarial Science, General	Court Clerks	527020
43.0102	Corrections/Correctional Administration	Correction Officers and Jailers	630170
51.2601	Health Aide	Occupational Therapy Assistants and Aides	660210
52.0404	Medical Administrative Assistant/Secretary	Medical Secretaries	551050
43.0109	Security and Loss Prevention Services	Guards and Watch Guards	630470

Fresno CCOIS Skills Training Directory

SANGER ADULT SCHOOL

Physical Address:
1705 TENTH STREET
SANGER, CA 93657

Mailing Address:
1705 TENTH STREET
SANGER, CA 93657

Facility Information:

Phone Number: (209) 875-7121
Fax Number: (209) 875-1820

Public Adult
Schools with
Occupational
Programs

Accreditation: WASC ACCET CAC

Services Available

Financial Aid		Career Assessment		Career Counseling	
VA Approval	X	Job Placement		On-Site Child Care	X
JTPA Approval					

JTPA School Contact:

CIP Code	CIP Name	OES Title	OES Code
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

SIERRA VALLEY BUSINESS COLLEGE

Physical Address:

4747 NORTH FIRST STREET, BUILDING D
FRESNO, CA 93726

Mailing Address:

4747 NORTH FIRST STREET, BUILDING D
FRESNO, CA 93726

Facility Information:

Proprietary
Business and
Technical
Schools

Phone Number:

(209) 222-0947

Fax Number:

(209) 222-2973

Accreditation: CPPVE WASC

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Donald or Roseanne Goodpastor

CIP Code	CIP Name	OES Title	OES Code
52.0401	Administrative Assistant/Secretarial Science, General	Court Clerks	537020
47.0603	Auto/Automotive Body Repairer	Automotive Body and Related Repairers	853050
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanics	853020
48.0703	Cabinet Maker and Millworker	Cabinetmakers and Bench Carpenters	893110
43.0102	Corrections/Correctional Administration	Correction Officers and Jailers	630170
51.0602	Dental Hygienist	Dental Hygienists	329080
22.0103	Paralegal/Legal Assistant	Paralegal Personnel	283050
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

VALLEY SOFTWARE EDUCATION CENTER

Physical Address:
1702 EAST BULLARD, STE 103B
FRESNO, CA 93710

Mailing Address:
1702 EAST BULLARD, STE 103B
FRESNO, CA 93710

Facility Information:

Phone Number: (209) 437-9825
Fax Number:

Proprietary
Business and
Technical
Schools

Accreditation: CPPVE

Services Available

Financial Aid		Career Assessment		Career Counseling	X
VA Approval		Job Placement	X	On-Site Child Care	
JTPA Approval					

JTPA School Contact: Issac Martinez

CIP Code	CIP Name	OES Title	OES Code
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
52.0408	General Office/Clerical and Typing Services	Receptionists and Information Clerks	553050
51.0705	Medical Office Management	Medical Secretaries	551050

Fresno CCOIS Skills Training Directory

VALLEY VOCATIONAL COLLEGE

Physical Address:
1380 NORTH ABBY
FRESNO, CA 93703

Mailing Address:
1380 NORTH ABBY
FRESNO, CA 93703

Facility Information:

Phone Number:
(209) 266-7577

Fax Number:
(209) 266-3947

Proprietary
Business and
Technical
Schools

Accreditation: CPPVE

Services Available

Financial Aid		Career Assessment		Career Counseling	
VA Approval		Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Andrea Qualls

CIP Code	CIP Name	OES Title	OES Code
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
47.0604	Auto/Automotive Mechanic/Technician	Automotive Mechanics	853020
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050

Fresno CCOIS Skills Training Directory

WEST HILLS COLLEGE

Physical Address:
300 WEST CHERRY LANE
COALINGA, CA 93210-1399

Mailing Address:
300 WEST CHERRY LANE
COALINGA, CA 93210-1399

Facility Information:

Phone Number: (800) 266-1114
Fax Number: (209) 935-5655

Two-year
Technical and
Community
Colleges

Accreditation: WASC

Services Available

Financial Aid	X	Career Assessment	X	Career Counseling	X
VA Approval	X	Job Placement	X	On-Site Child Care	
JTPA Approval	X				

JTPA School Contact: Dr. Frank Gornick

CIP Code	CIP Name	OES Title	OES Code
52.0302	Accounting Technician	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	553380
52.0401	Administrative Assistant/Secretarial Science, General	Court Clerks	527020
1.0501	Agricultural Supplies Retailing and Wholesaling	Pest Controllers and Assistants	670080
1.0501	Agricultural Supplies Retailing and Wholesaling	Purchasing Agents and Buyers, Farm Products	213050
43.0102	Corrections/Correctional Administration	Correction Officers and Jailers	630170
43.0103	Criminal Justice/Law Enforcement Administration	Sheriffs and Deputy Sheriffs	630320
52.0408	General Office/Clerical and Typing services	Receptionists and Information Clerks	553050
52.0404	Medical Administrative Assistant/Secretary	Medical Secretaries	551050

TRAINING DIRECTORY
SECTION 2
SORTED BY
OES OCCUPATIONAL TITLE

CCOIS Training Directory Sorted by (OES) Occupational Title

OES Title	School Name	CIP Program Name
ASSEMBLERS AND FABRICATORS - EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION	REEDLEY COLLEGE	Machinist/Machine Technologist
AUTOMOTIVE BODY AND RELATED REPAIRERS	CLOVIS ADULT EDUCATION	Auto/Automotive Body Repairer
	FRESNO CITY COLLEGE TRAINING INSTITUTE	Auto/Automotive Body Repairer
	FRESNO CITY COLLEGE VOCATIONAL TRAINING CENTER	Auto/Automotive Body Repairer
	FRESNO REGIONAL OCCUPATIONAL PROGRAM	Auto/Automotive Body Repairer
	SIERRA VALLEY BUSINESS COLLEGE	Auto/Automotive Body Repairer
AUTOMOTIVE MECHANICS	AUTOMOTIVE DIAGNOSTICS	Auto/Automotive Mechanic/Technician
	CLOVIS ADULT EDUCATION	Auto/Automotive Mechanic/Technician
	FRESNO CITY COLLEGE TRAINING INSTITUTE	Auto/Automotive Mechanic/Technician
	FRESNO CITY COLLEGE VOCATIONAL TRAINING CENTER	Auto/Automotive Mechanic/Technician
	HI TECH VOCATIONAL INSTITUTE	Auto/Automotive Mechanic/Technician
	REEDLEY COLLEGE	Auto/Automotive Mechanic/Technician
	SIERRA VALLEY BUSINESS COLLEGE	Auto/Automotive Mechanic/Technician
	VALLEY VOCATIONAL COLLEGE	Auto/Automotive Mechanic/Technician
BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS	CALIFORNIA SCHOOL OF TECHNOLOGY, INC.	Accounting Technician

CCOIS Training Directory Sorted by (OES) Occupational Title

OES Title	School Name	CIP Program Name
	CLOVIS ADULT EDUCATION	Accounting Technician
	COMMUNITY TRADE & TECHNICAL INSTITUTE	Accounting Technician
	FRESNO CITY COLLEGE VOCATIONAL TRAINING CENTER	Accounting Technician
	MICROCOMPUTER EDUCATION CENTER	Accounting Technician
	QUALITY COLLEGE OF HEALTH CARE CAREERS	Accounting Technician
	VALLEY SOFTWARE EDUCATION CENTER	Accounting Technician
	VALLEY VOCATIONAL COLLEGE	Accounting Technician
	WEST HILLS COLLEGE	Accounting Technician
CABINETMAKERS AND BENCH CARPENTERS	CLOVIS ADULT EDUCATION	Cabinet Maker and Millworker
	FRESNO CITY COLLEGE TRAINING INSTITUTE	Cabinet Maker and Millworker
	SIERRA VALLEY BUSINESS COLLEGE	Cabinet Maker and Millworker
CORRECTION OFFICERS AND JAILERS	FRESNO CITY COLLEGE TRAINING INSTITUTE	Corrections/Correctional Administration
	SAN JOAQUIN VALLEY COLLEGE	Corrections/Correctional Administration
	SIERRA VALLEY BUSINESS COLLEGE	Corrections/Correctional Administration
	WEST HILLS COLLEGE	Corrections/Correctional Administration
COURT CLERKS	CENTRAL ADULT EDUCATION	Administrative Assistant/Secretarial Science, General
	CLOVIS ADULT EDUCATION	Administrative Assistant/Secretarial Science, General
	FRESNO INSTITUTE OF TECHNOLOGY	Administrative Assistant/Secretarial Science, General

CCOIS Training Directory Sorted by (OES) Occupational Title

OES Title	School Name	CIP Program Name
	MICROCOMPUTER EDUCATION CENTER	Administrative Assistant/Secretarial Science, General
	SAN JOAQUIN VALLEY COLLEGE	Administrative Assistant/Secretarial Science, General
	SIERRA VALLEY BUSINESS COLLEGE	Administrative Assistant/Secretarial Science, General
	WEST HILLS COLLEGE	Administrative Assistant/Secretarial Science, General
DENTAL HYGIENISTS	FRESNO CITY COLLEGE TRAINING INSTITUTE	Dental Hygienist
	SIERRA VALLEY BUSINESS COLLEGE	Dental Hygienist
GUARDS AND WATCH GUARDS		
	SAN JOAQUIN VALLEY COLLEGE	Security and Loss Prevention Services
MACHINISTS	REEDLEY COLLEGE	Machine Shop Assistant
	REEDLEY COLLEGE	Machinist/Machine Technologist
MEDICAL SECRETARIES	CLOVIS ADULT EDUCATION	Medical Office Management
	FRESNO INSTITUTE OF TECHNOLOGY	Medical Administrative Assistant/Secretary
	FRESNO REGIONAL OCCUPATIONAL PROGRAM	Medical Office Management
	REEDLEY COLLEGE	Medical Administrative Assistant/Secretary
	SAN JOAQUIN VALLEY COLLEGE	Medical Administrative Assistant/Secretary
	VALLEY SOFTWARE EDUCATION CENTER	Medical Office Management
	WEST HILLS COLLEGE	Medical Administrative Assistant/Secretary

CCOIS Training Directory Sorted by (OES) Occupational Title

OES Title	School Name	CIP Program Name
OCCUPATIONAL THERAPY ASSISTANTS AND AIDES	QUALITY COLLEGE OF HEALTH CARE CAREERS	Health Aide
	SAN JOAQUIN VALLEY COLLEGE	Health Aide
PARALEGAL PERSONNEL	CENTRAL CALIFORNIA COLLEGE SCHOOL OF LAW	Paralegal/Legal Assistant
	FRESNO CITY COLLEGE TRAINING INSTITUTE	Paralegal/Legal Assistant
	QUALITY COLLEGE OF HEALTH CARE CAREERS	Paralegal/Legal Assistant
	SAN JOAQUIN COLLEGE OF LAW	Paralegal/Legal Assistant
	SIERRA VALLEY BUSINESS COLLEGE	Paralegal/Legal Assistant
PEST CONTROLLERS AND ASSISTANTS	WEST HILLS COLLEGE	Agricultural Supplies Retailing and Wholesaling
PURCHASING AGENTS AND BUYERS, FARM PRODUCTS	CLOVIS ADULT EDUCATION	Agricultural Business/Agribusiness Operations
	WEST HILLS COLLEGE	Agricultural Supplies Retailing and Wholesaling
RECEPTIONISTS AND INFORMATION CLERKS	CALIFORNIA SCHOOL OF TECHNOLOGY, INC.	General Office/Clerical and Typing Services
	CENTRAL ADULT EDUCATION	General Office/Clerical and Typing Services
	CLOVIS ADULT EDUCATION	General Office/Clerical and Typing Services
	COMMUNITY TRADE & TECHNICAL INSTITUTE	General Office/Clerical and Typing Services
	FRESNO CITY COLLEGE TRAINING INSTITUTE	General Office/Clerical and Typing Services

CCOIS Training Directory Sorted by (OES) Occupational Title

OES Title	School Name	CIP Program Name
	FRESNO CITY COLLEGE VOCATIONAL TRAINING CENTER	General Office/Clerical and Typing Services
	FRESNO REGIONAL OCCUPATIONAL PROGRAM	General Office/Clerical and Typing Services
	MICROCOMPUTER EDUCATION CENTER	General Office/Clerical and Typing Services
	QUALITY COLLEGE OF HEALTH CARE CAREERS	General Office/Clerical and Typing Services
	REEDLEY COLLEGE	Receptionist
	REEDLEY COLLEGE	General Office/Clerical and Typing Services
	SANGER ADULT SCHOOL	General Office/Clerical and Typing Services
	SIERRA VALLEY BUSINESS COLLEGE	General Office/Clerical and Typing Services
	VALLEY SOFTWARE EDUCATION CENTER	General Office/Clerical and Typing Services
	VALLEY VOCATIONAL COLLEGE	General Office/Clerical and Typing Services
	WEST HILLS COLLEGE	General Office/Clerical and Typing Services
SHERIFFS AND DEPUTY SHERIFFS	FRESNO REGIONAL OCCUPATIONAL PROGRAM	Criminal Justice/Law Enforcement Administration
	OAK BROOK COLLEGE OF LAW AND GOVERNMENT POLICY	Criminal Justice/Law Enforcement Administration
	REEDLEY COLLEGE	Criminal Justice/Law Enforcement Administration
	WEST HILLS COLLEGE	Criminal Justice/Law Enforcement Administration